

Job Description: **Customer Service/Technical Support Lead**

About ChargeItSpot | ARC

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[ARC™](#) is a division of ChargeItSpot, working to build an unrivaled ecosystem of enterprise solutions that solve real-world problems in mobile device security, charging, and management. ARC is a device management solution that stores, secures, tracks and charges company-owned handheld devices that employees use to do their jobs. With ARC, companies reduce device shrink, recover lost productivity, and eliminate wasted payroll consumed by managers and associates.

At ChargeItSpot, we surround ourselves with independent thinkers who are detail oriented and customer obsessed. Our clients have routinely called us “the most talented team they’ve ever worked with.” We value determination, resourcefulness, imagination, and follow through; we want people who are ready to get things done. Check out our [core values](#) to learn more!

Our focus is fierce, but it’s not all hard work. We take time to get to know each other through a daily game of Jeopardy in the office, meals together, and nights out for karaoke. With the recent shift to remote work, we have adapted and are playing Jeopardy via Google Meet and cheer each other on via our custom-built (and now virtual) WinWall platform.

About the Role

The customer service/technical support lead position would be responsible for the daily supervisory of two existing teams: technical support and customer support. The position is responsible for assisting with development, procedures, scheduling, coaching, and training team members. The ideal candidate is someone who looks at the overall picture and takes pride in paying attention to the details. This position answers to the Support Team Manager.

As a member of the Operations team, the customer service/technical support lead will draw on a variety of skills including troubleshooting and problem solving, critical thinking, organization, and communication.

Responsibilities

- Provide, in real time, tier 2/3 assistance to team members handling calls or tickets.
- Provide backup support during periods of sudden coverage gaps or increased call volume.
- Monitor phone queues, ticket requests, and departmental emails to ensure continuous availability of both the support teams.

- Collaborates with all departments to ensure updates and changes are communicated effectively.
- Efficiently and effectively handle escalation requests.
- Oversee team members work for quality assurance and procedure compliance.
- Identify process gaps to document and streamline for better efficiency to ensure they are documented and incorporated into the knowledge base.
- Occasional small projects as assigned.

Qualifications

- 1+ years previous supervisory experience in technical support or customer service.
-OR-
- 2+ years working in a call center environment.
- Strong interpersonal and communication skills.
- Highly organized, logical, and obsessed with details.
- Enthusiastic about exceptional customer service, with solid analytical skills and the ability to think on their feet.
- Ability to effectively communicate with cross-functional teams including Operations, Client Success, Product, and Field Technicians.
- Comfortable in a fast-paced environment and able to juggle multiple priorities calmly and efficiently.
- A solutions-oriented thinker who can confidently work through issues to resolution.
- Ability to learn our products quickly and adapt to changes.

Preferred Qualifications *(a plus, but not required)*

- Bilingual in English and Spanish or French.
- Prior experience managing customer service staff.
- Prior experience developing training and support materials.
- Prior field experience repairing kiosks or other similar hardware.

Location

This is primarily a remote role, with occasional travel to ChargeItSpot HQ in Old City, Philadelphia. There will be a 2-3 week training period required at HQ.

Schedule

The customer service/technical support lead will work five days a week, and will require on-call availability every other weekend for level two support calls. Two different schedules are available, but flexibility to cover other shifts as needed is required:

Monday-Friday 7AM - 4PM

-or-

Monday-Friday 3PM-12AM

Benefits

- Health, dental and vision insurance
- Health care FSA
- 401k plan with matching company contributions
- Paid time off
- Hybrid work environment
- Company Laptop Provided

Check us out at www.chargeitspot.com and www.experiencearc.com

If you have the unique combination of skills and qualities we are looking for, please submit your resume and a cover letter expressing your motivation to apply to this position to **hiring@chargeitspot.com**.

ChargeItSpot is an Equal Opportunity employer. Personnel are chosen on the basis of ability without regard to race, color, religion, sex, national origin, disability, marital status or sexual orientation, in accordance with federal and state law.