

Client Support Manager

4/07/2010

San Diego, CA

Company Information

Founded in 2004, Localeze helps national brands and local merchants to structure, enhance and distribute data that will make them prominent to consumers searching for local goods and services online.

Key Responsibilities

Localeze is currently seeking an experienced Client Support Manager who can effectively support our clients with technical issues. This individual will define support strategy for the growth of the business and provide over sight of the Operations organization. The ideal candidate will be an experienced client service manager or call center leader who can deliver a growing operational support need in the Localeze service.

In addition, they will:

- Provide immediate support for the various inbound requests received from users online to referrals from search engines to existing clients
- Design and manage a support process for the continually increasing support need across all of local search
- Transition an operational cost for both Localeze and our publisher clients into a revenue channel opportunity
- Learn and understand technology services delivered to a broad array of businesses and publishers for local search
- Coordinate with sales to implement client solutions and establish an ongoing communication for future engagements
- Train client contacts and developers on our service, integration needs, and how to manage their data within our application
- Our service solutions run the gamut of a web application for clients to enter data to APIs for client engineers to integrate
- Recommend client solution based on understanding of their needs and technical competency
- Configure client accounts, deliver documentation, and troubleshoot implementation issues
- Provide responsive service to clients for daily operational tasks, such as updating client data and reporting requests
- Coordinate level 2 assistance for clients between support team (level 1) and engineers (level 3)
- Proactively monitor client activity and provide client's feedback on issues or best practices

Qualifications

- 5 -10 years of relevant experience
- Experience managing technical call center is preferred
- Strong analytical and problem solving skills
- Working knowledge of data, technology, and systems
- Highly credible and persuasive in all interactions with clients

Education

- Bachelor's degree in Business, Mathematics, Computer Science, or related field.

Continued

Client Support Manager

Page 2

Submission Guidelines

- Candidates should submit a resume and cover letter in Word or PDF format
- Salary requirements must be included
- Email preferred method of retrieval; please reference the job title in the subject line of the email correspondence

Contact Information:
Attn: Corporate Recruiting Manager
careers@localeze.com
8010 Towers Crescent Drive
Fifth Floor
Vienna, VA 22182