

Customer Support Manager

At Gleap you get more from work than just a job. Gleap is a young and spirited startup offering a state-of-the-art customer feedback tool. If you want to change the way software teams work, this could be the perfect opportunity for you.







What we get excited about

- Passion for helping customers solve their challenges and maximize their success
- Solid technical knowledge and the ability to guide customers through technical setups and troubleshooting
- Excellent communication skills, both written and verbal
- Strong organizational skills to manage multiple customer interactions effectively
- Extra credits for a proven track record in resolving complex technical issues or managing a support team

What you'll do if you join us

- Be the first point of contact for existing customers, addressing their daily needs with care and expertise
- Provide technical support to customers, helping them troubleshoot and resolve issues quickly
- Triage incoming tickets to the right teams, ensuring swift resolution and effective communication
- Develop and optimize support processes to enhance efficiency and customer satisfaction
- Monitor and analyze support metrics to identify trends and improve service delivery

What's in it for you

-  Team building events
-  Personal development fund for courses, conferences and material
-  Office doggo Freija
-  Eco points for sustainable commuting
-  Work among a young & talented team
-  Flexible working hours

Simply send your CV and cover letter to isabella@gleap.io. We cannot wait to meet you and talk in person.