



**Position:** Web Hosting Operation Manager

**Status:** Open

**Job Location:** Hamilton, Ontario, Canada

**Date Updated:** April 2006

**Employment Type:** Full-Time or part time

**Job Description:**

We require an extremely talented Web Hosting Operation Manager to play a leading role in driving sales, increasing revenue and to be responsible for leading, coaching and motivating a team to achieve the company's financial and service objectives. Reporting to the CEO, you will be a result-oriented team player who leads by example, holds themselves accountable for performance and champions all aspects of the web hosting business.

You will be responsible for management of the assigned customer service team and ensuring high productivity and efficiency with the team's work to deliver high level of internal and external customer satisfaction. Specific areas of responsibility include maintaining departmental service levels and call statistics, on-going coaching and monitoring of technical support staff. This position oversees day-to-day administration of the assigned technical support team and addresses escalations from the staff to resolve customer problems.

**You will be responsible for:**

- Developing processes that enhance the team's ability to quickly and efficiently resolve issues and deal with customers.
- Driving team goals and empowering Team Leaders to achieve departmental objectives
- Developing clear processes for the team to manage customer escalations
- Overseeing and getting involved in critical customer escalations to ensure timely resolution and customer satisfaction
- Identify potential customer relations/service issues and develop proactive solutions
- Communicating and sharing with the team current projects and operational initiatives
- Developing business/sales plans and budgets with other company management staff
- Providing ongoing and constructive feedback to Team Leaders
- Preparing development plans for each Team Leader, assessing quarterly achievements and determining bonus payouts.
- Monitor all Customer Service and Technical Support Associates to maintain department service levels and high level of internal and external customer satisfaction.
- Supervise the volume of incoming calls and correspondence.
- Monitor and evaluate the quality of calls and behavior of the team members.
- Maintain and manage team objectives
- Provide strong support to the front line staff in the areas of trouble resolution & operations including:
  - Resolving escalated internal and external customer complaints.
  - Resolving employee complaints
  - Approving credits according to the established limits.
  - Assist in the staffing of the Customer Service unit, as required.
  - Ensure scheduling of regular/overtime hours is completed in a timely manner so that service levels are not compromised.
  - Organizing workload and delegation of tasks in the Customer Service unit.
  - Assist in the training of new staff and ongoing training of all staff.
  - Conduct one to one feedback sessions with associates.
  - Develop and train teams comprised of Linux and Windows system administrators and development or Customer Service staff.
- Responsible for all elements of the integrated campaign process: campaign strategy, list selection, campaign design, copy writing, materials production, execution and reporting
- Conduct performance evaluation of the direct reports and provide effective suggestions, constructive criticism and positive feedback on staff performance.
- Resolving escalated internal and external customer complaints.
- Resolving employee complaints

**Skills required are:**

- 3+ years of Call Centre and or Telecommunication management experience
- Previous sales management experience a definite asset
- Demonstrated ability to build and lead high performance teams
- Experience developing and executing on business plan/budget and program development
- Strong conflict resolution skills as well as relationship development/management.
- High level of business acumen
- A good understanding of technical related software (HTTP, FTP, SSH, EMAIL etc), knowledge of UNIX-type and Windows Operating Systems, as well as, web site management (email, web mail, Spam, virus control, content filtering). Basic DNS, Scripting, HTML knowledge required.
- Significant knowledge of Data Center Operations and Processes
- Strong knowledge and experiences with supporting ASP customers (hosting, servers, database, development).
- Strong knowledge of a variety of hardware; strong documentation skills.
- Team orientation and excellent interpersonal skills.
- Excellent technical judgment.

If the opportunity to work in a fast paced, customer-oriented, technically challenging environment appeals to you, please apply ASAP via e-mail. Qualified applicants should forward their cover letter and resume (including salary expectations) to the Human Resources Manager ([jobs@NetworxHosting.com](mailto:jobs@NetworxHosting.com)). Please include a covering letter that specifically confirms the qualifications mentioned above. We offer a solid base salary, incentives, benefits, and an excellent work environment.

Thank you for your application, however, only those who are qualified will be contacted.