Escalation Manager

IMAGINE A JOB WHERE YOU…

- ∞ Work directly with senior management on a regular basis contributing to product development and delivery
- ∞ Have a meaningful impact on the mission-critical products and services that clients rely on every single day
- ∞ Enjoy a no-nonsense working environment where you collaborate with colleagues across business units
- ∞ Have tons of room for career growth and opportunity

At Calabrio, this is true for EVERY MEMBER of our company!

WHY CALABRIO?

Calabrio is a customer engagement software company that provides analytic insights to catalyze growth through customer service contact centers. The Calabrio ONE® software suite empowers everyone in an organization, from contact center agents to the CEO, with easy-to-use tools that provide a better understanding of the customer. Every customer interaction yields insights that expand customer-consciousness, which is how leading companies now drive growth and long-term corporate prosperity.

Calabrio solutions are built on an intuitive, web-based architecture that positions and accelerates the contact center as an epicenter for customer insight. A pioneer in its industry for more than two decades, Calabrio has been named "Leader" by Gartner in its Magic Quadrant for Customer Engagement Center Workforce Optimization (2015). The company is also a member of the Cisco Solution Partner Program and the Avaya DevConnect program.

Find news and information at www.calabrio.com. Follow @calabrio on Twitter.

WHAT YOU'LL BE DOING

An Escalation Manager is responsible for supporting released Calabrio software products and associated development processes. The Escalation Manager is responsible for maintaining communications with support organizations, assignment, prioritization, scheduling and tracking of issues for their product. The Escalation Manager receives work direction directly from an engineering manager or higher.

IF YOU HAVE THESE SKILLS, CALABRIO IS LOOKING FOR YOU

∞ B.S. in Computer Science or equivalent
∞ 3+ years of direct customer support
∞ 3+ years handling complex support issues on a variety of products for large cross section of customers and accounts.
∞ Experience working collaboratively in a fast-moving start-up environment with a team of PMs and developers

CORE EXPECTATIONS

∞ Act as focal point for escalations into development from CSS, CIS and other areas that need development support
∞ Be able to provide escalation data on a weekly and monthly basis. This will include data per product, per customer and insight into patterns and trends within Calabrio's products
∞ Act as focal point for ensuring escalations have all the data needed for development to be able to work on a case.
∞ Work with support and development teams on recreating any customer issues in Calabrio's labs.
∞ Provide feedback to Calabrio development and quality assurance on test cases and environments used to find and reproduce customer issues.
∞ Work with development management on ensuring customer issues and resolutions are prioritized and handled within Calabrio's service levels.
∞ Provide leadership on all phases of the development support process for all releases that address customer issues.
∞ Representative in weekly maintenance/service release meetings
∞ Oversee and participate (when necessary) in the relationship with third party partners, vendors and customers
∞ Interface with directors, product managers, product marketing, support, sales, and customers to assist planning and execution of the development support process and ensure high customer satisfaction
∞ Other core expectations will be defined by your direct manager

CORE COMPETENCIES

∞ Ability to communicate clearly on a daily basis in verbal and written form to audiences ranging from 20 or more people with a wide range of cultures and backgrounds
∞ Able to manage difficult and stressful customer situations
∞ Must possess attention to detail and a sense of urgency
∞ Capable of simultaneously managing several tasks
∞ Excellent leadership and personnel communications skills related to tracking and organization of multiple tasks and projects
∞ Strong troubleshooting and analytical skills

∞ Experience working with a team in the various phases of Product Development Life Cycles (Concept, First Customer Ship, End of Life, etc) with specific emphasis on product support

MENTAL/PHYSICAL REQUIREMENTS

∞ Ability to sit for long periods of time depending on your position and/or getting up and down through your work shift
∞ Frequent alpha/numeric keyboarding
∞ Be able to view a computer for a long period of time

WORKING RELATIONSHIPS

∞ Report to software engineering manager or higher level personnel
∞ Close interaction with peer software engineers, group leaders and other employees and departments in the company
∞ Direct work with customer and partners in a leadership role
∞ Provides leadership within company on small projects and tasks
∞ Ability to work independently and as part of a team

COMPANY POLICY/PROCEDURES COMPLIANCE

Follow all company policies and procedures as well as local, state and federal laws concerning employment to include, but not limited to: I-9 information, EEOC, Civil Rights and ADA.

BENEFITS

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive compensation and extensive benefits package including paid time off, medical, dental, vision and 401k benefits and future growth opportunities within the company. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture. To learn more about our company please visit: www.calabrio.com.

To apply to this career opportunity, follow this link: https://workforcenow.adp.com/jobs/apply/posting.html?client=calabrio&jobId=146068&lang=en_US&source=CC3

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