



**Job Title:** Customer Care Lead  
**Location:** Company HQ in Limerick, Ireland  
**Department:** Customer Success  
**Reports to:** COO

**Job Summary:**

We are seeking an experienced **Customer Care Lead** to oversee our customer service team. The ideal candidate will ensure exceptional customer experiences, lead and mentor team members, and drive continuous improvement in service delivery. This role requires strong leadership skills, a deep understanding of customer service best practices, and the ability to implement strategies that enhance customer satisfaction.

**Key Responsibilities:**

- Manage and lead a team of customer service representatives, providing training, coaching, and performance evaluations to ensure high-quality service.
- Develop and implement customer service policies and procedures to standardize and improve service delivery.
- Handle complex customer inquiries or complaints escalated from frontline staff, ensuring timely and effective resolution.
- Monitor team performance, set customer service metrics, and analyze data to inform service improvements.
- Work closely with other departments to resolve customer issues and improve the overall customer experience.
- Gather and relay customer feedback to relevant departments to contribute to continuous product and service improvements.

**Qualifications:**

- Bachelor's degree in business administration, Communications, or a related field; additional qualifications in customer service management are a plus.
- Proven experience in a customer service leadership role, preferably within the software or technology sector.

- Strong leadership and team management abilities, with experience in training and mentoring staff.
- Exceptional verbal and written communication abilities.
- Strong analytical skills with the ability to think critically and provide effective solutions.
- Comfortable using CRM systems and other customer management software.
- Capacity to handle a fast-paced environment and adapt to changing customer needs.

**Benefits:**

- Competitive salary and performance-based incentives.
- Comprehensive health and wellness programs.
- Opportunities for professional development and career advancement.
- A supportive and collaborative work environment.

