

Head of Support

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Job Description:

What we are looking for:

We are a fast growing SaaS company that is changing the FinTech application development (non-OMS) landscape. We are looking for a process-oriented leader to join our team as Head of Support that has a passion for scale and self-service. You must enjoy working in a small, collaborative team that is focused on building a world-class application platform. If you're passionate about shaping the future of FinTech, this is the job for you.

What you will be doing:

- Define and implement a scalable SaaS support model. Review current workflows and implement the foundation for a scalable SaaS support model;
- Serve as subject matter expert for the CorpAxe platform for product support escalation, including technical support escalations (e.g. API, SFTP, XML). Act as communication lead during emergency issues such as site outages and triage error handling;
- Oversee the performance of the entire support organization. Responsible for the Manila-based support team, ensuring that they are properly onboarded, trained and supervised. Ensure support team is right-sized for our ongoing support needs;
- Build reports and dashboards to allow cross-functional teams (product, client management and sales) to track support themes and trends;
- Liaise with cross-functional teams for support coverage. Partner with client management during client onboarding & ongoing client support needs;
- Manage vendor and sellside relationships during onboarding and continuous process improvement;
- Understand our company's strategic and competitive position, and be an effective advocate for our product;
- Drive product improvements and help inform product development initiatives by identifying scalable support trends and themes to reduce the overall ticket volume;
- Rapidly and efficiently respond to incoming client support calls and emails;
- Provide web-based training and product implementation support; and
- Build, manage and monitor ongoing processes around data cleanliness and data integrity.

Requirements:

Must Haves:

- 3-5 years' prior experience leading SaaS implementations and product support, including features like 24/7 Support
- Experience with best-in-class Support technologies
- Strong technical skills including experience developing against REST APIs
- Experience building and debugging web applications and APIs
- Provide and publish sample code for APIs, including customer-facing documentation
- Strong understanding of web-based technologies, curiosity and enthusiasm.
- Exceptional communication and presentation skills for telephone support, demos, and training.
- Strong organizational skills, excellent follow-through, and solid attention to detail.
- Self-starter and interested in working in a fast-paced startup environment.
- Resourceful: you don't always have all the answers, but you know where to find them

Nice to Haves:

- Experience scaling Support teams globally in the SaaS industry, including working with BPO partners
- Interest in finance and improving workflows between the buy-side and the sell-side

Education:

- Bachelor's degree

Location

- New York City

About CorpAxe:

CorpAxe is the world leader in corporate access and resource management solutions for the investment community. The CorpAxe suite of products allows investors to discover, originate, manage, and value resources critical to the investment process, while meeting the demands of a rapidly changing regulatory environment.

Note to recruiters: CorpAxe does not accept unsolicited resumes from recruiters and/or placement agency resumes. We will not pay fees to any third-party agency or company that does not have a signed agreement with CorpAxe.