



Job Description

Job Title: Customer Service Team Leader

Reporting to: Customer Service Team Leader, EMPAC
Director, Asia Pacific

Location: Manila

Job Purpose:

The successful candidate will be the first point of contact for all customer enquiries relating to SANS Asia Pacific, whilst managing and supporting a team of Customer Service Assistants. You will be required to lead by example offering a world class level of support to our internal and external customers whether via email or telephone, whilst remaining conscious of the demands of working with international customers. You will also play a core role in supporting and working with the international sales teams for admin and associated tasks.

Main duties and responsibilities:

- Providing support to our customers, answering enquires via email and telephone
- Managing, supporting and coaching a team of Customer Service Advisors
- Ensuring existing ticketing system is maintained effectively
- Monitoring registrations prior to events and reporting to the Sales and Event Managers
- Holding responsibility for administering customer portal information
- Liaising and providing support to other cross functional Customer Service teams
- Offering technical support and account administration for SANS students across APAC
- Managing the APAC-wide Unpaid order process
- Conducting additional tasks relevant to the position as required by the business

You are the ideal candidate for this role if you have:

- Proven experience in a supervisory role & leading a team
- A customer-first mentality
- The ability to remain calm when dealing with difficult or distressed customers
- Experience of working with international and cross-functional teams



- The ability to plan and prioritise own/team workload and work to strict deadlines in a Customer Service role
- An understanding of the need for confidentiality and compliance within a Cyber Security environment
- Experience of using a ticketing system
- Good levels of accuracy and high attention to detail