

Customer Support Lead

Job Description

OneSky is helping to pave the way for the safe and efficient operation of uncrewed aerial vehicles. Our team supports and benefits customers by implementing software products that solve our customer's need for safe, dependable UAS and AAM flights.

We are looking for a motivated and experienced customer support leader to grow our global customer support team. Our customer support lead will be responsible for driving superior customer support to business clients through policies, procedures, and setting of goals. You will be up-to-date on industry products and trends, and train staff accordingly.

The ideal candidate will have proven experience working in a technical customer support position, show excellent leadership and interpersonal skills, be a great communicator, and be a role model and mentor to staff.

Major Duties & Responsibilities

- Establishing OneSky's customer support team and processes using a 24 x 7 Follow the Sun model.
- Recruiting, hiring and training the customer support team.
- Managing the customer support team's day-to-day functions.
- Responding to escalated customer support issues.
- Implementing customer support processes to enhance customer satisfaction.
- Formulating and revising customer support policies and promoting their implementation.
- Informing the support team of all new information related to products, procedures, and trends.
- Assessing support statistics and preparing detailed reports on the findings.
- Interviewing and hiring new employees globally.
- Overseeing and evaluating the team's ongoing training efforts.

Preferred Skills & Qualifications

- Proven experience as a customer support specialist, preferably in a similar technical environment.
- Prior experience in a managerial or supervisory role.
- Top-notch oral, written, and interpersonal abilities.
- Experience working with a global team.
- Well-developed arbitration skills with the ability to remain impartial.
- Alignment with our company's values.
- Awareness of UAS, AAM, and/or general aviation technologies and trends

Available for limited travel (<10%)

About OneSky

OneSky is a global UAS Traffic Management (UTM) company developing airspace assessment, operations, and traffic management solutions for the aviation industry. Our goal is to harmonize the sky - ensuring safe, efficient, and scalable access to all airspace users. We take a robust and long-term approach to UTM, envisioning the challenges ahead as traffic management is unified for all operators. By working with all stakeholders - drone operators, drone manufacturers, and airspace authorities - we understand the unique challenges of this ecosystem and serve the critical needs of the community. OneSky is an ISO 27001 and GDPR compliant organization, delivering cyber secure and data protected solutions.

Nondiscrimination Clause: OneSky Systems Inc. (OneSky) is an equal opportunity/affirmative action employer. All qualified applicants will receive consideration for employment without regard to sex, gender identity, sexual orientation, race, color, religion, national origin, disability, protected Veteran status, age, or any other characteristic protected by law.

Drug-free Workplace Clause: OneSky Systems Inc. (OneSky) agrees to (i) provide a drug-free workplace for all employees; (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of controlled substance or marijuana is prohibited in OneSky's workplace. Violations of this policy can/will result in disciplinary action and/or termination of employment.