



CAREER OPPORTUNITIES

Job Description:

Customer Operations Director

WELCOME TO PCI PAL

PCI Pal is a leading provider of SaaS solutions that empower companies to take payments securely, adhere to strict industry governance, and remove their business from the significant risks posed by non-compliance and data loss. We are integrated and resold by some of the world's leading business communications vendors, as well as major payment service providers.

We are currently looking for an experienced Customer Operations Director to take ownership of our Support organization, based in Chicago, IL.

THE OPPORTUNITY:

PCI Pal is creating a new Senior Role in our Operations Department, reporting directly to our VP, Operations. The successful candidate will take full, autonomous ownership of the support function, freeing up our VP, Operations to focus on long-term strategy and governance. You'll be joining at a genuinely exciting time, with PCI Pal investing significantly in growing our Support capability to ensure we continue to scale, while maintaining the high standards of service our customers and partners have come to expect.

This is a senior, hands-on leadership role. You'll be trusted to run support day to day with real autonomy, shaping and developing the team to deliver on the long-term strategy you will develop in collaboration with our VP, Operations. You'll inherit an already high-performing organization, which consistently maintains Customer Satisfaction (CSAT) above 95%, responds to and resolves 99% of tickets within SLA and has maintained five nines uptime for over two years continuously. You'll be expected to maintain this level of performance while leading through a period of growth and evolution, expanding our regional footprint, scaling existing functions and optimizing our processes, documentation and service delivery to take advantage of the ongoing investment in the team.

YOU WILL BE RESPONSIBLE FOR:

- Taking full, autonomous ownership of the day-to-day support operations at PCI Pal, with the freedom to shape and develop the first and second line support teams as you see fit.
- Acting as a senior, confident point of escalation for our most strategic customers and partners, which may involve engagement at the SLT or Executive level in high-pressure situations.
- Taking on the role of Incident Manager during major incidents, providing vital depth and resilience to our existing Incident Management capability.
- Leading your Team through a period of new growth, building new capabilities, scaling existing teams and mentoring your team managers.
- Owning recruitment, onboarding and training for new starters as the team grows and creating a consistent coaching framework to ensure team managers are continuously developing their team members.
- Maintaining and building on existing performance levels (CSAT, SLA Adherence, uptime) throughout this period of growth and defining new metrics to represent the performance of the team as the way we work evolves.
- Contributing commercial input into contractual discussions, understanding the cost of delivering support when negotiating custom SLAs to ensure commercial sustainability.
- Balancing SLA and Service Credit risk when prioritizing team workload, making sound judgement calls about where to focus our resources during busy periods to achieve the best outcomes for the business, our partners and our customers.
- Ensuring support delivery meets PCI Pal's security and compliance standards regardless of the location of your team members.



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- Collaborating with our VP, Operations as part of the Operations Leadership Team to develop and deliver the strategic support roadmap.

WE WANT TO HEAR FROM YOU IF YOU:

- Have senior leadership experience, running a Support, Service Operations or Customer Experience function that is distributed internationally.
- Have experience building and scaling teams, leading them through significant organizational and operational change while maintaining morale and protecting performance as the team structure and processes evolve.
- Are confident, calm and decisive under pressure, able to engage directly with senior stakeholders and executives during escalations or major incidents.
- Have direct experience as an incident manager for major or critical incidents.
- Are commercially minded, with an understanding of cost-to-serve and the trade-offs involved in negotiating and delivering against SLAs under pressure.
- Have some background in development, systems integration, VoIP or hands-on technical support. While this isn't a hands-on technical role, that grounding helps you understand and communicate complex technical information to our partners and customers.
- Bring experience from Payments/Fintech, PCI DSS compliant environments, Contact Centre/BPO support, SaaS or Telecoms/CPaaS/CCaaS backgrounds.
- Hold or are working towards ITIL Practitioner or Strategic Leader certification (desirable).
- Have a track record of introducing structure, process and standardization into a support function, without sacrificing the flexibility needed to deal with the gray areas that always exist in customer-facing work.
- Are an excellent communicator, able to translate complex or technical information for a variety of audiences, both verbally and in writing.
- Are extremely data-driven, able to aggregate data from multiple sources and multiple stages of the ticket lifecycle to accurately gauge performance and identify opportunities to improve how we provide support to our customers and partners.

IN RETURN WE OFFER:

- 25 days PTO
- Medical, dental and optical insurance cover
- An exciting and flexible working environment surrounded by friendly and committed co-workers
- "Work from anywhere" 2 weeks per year policy
- Reward, benefits and wellbeing hub (offering support, discounts, cashback and savings)
- Training and development opportunities
- Ad-hoc team events, incentives and competitions

TALK TO US:

If you have any questions or want to find out more, we'd love to hear from you.

Please contact the Recruitment Team recruitment@pcipal.com