

Customer Support Manager

This interview guide is intended to be used in conjunction with the Vervoe skills assessment. Where a candidate has scored Low - Medium on a skill, focus on asking more questions from that skill to gain deeper insight into their level of competency.

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| Assessment Score | HIGH MEDIUM LOW |
| Assessment Skills | Customer Support Leadership, Business Acumen, Problem Solving Manager, |

| Competency/Skill | Candidate with this will display |
|--------------------------|---|
| Customer Support Manager | <ul style="list-style-type: none"> • Has demonstrated experience in customer support roles • Forward thinking and proactive • Ability to remain calm in high pressure environments with potentially angry customers • Provides guidance and leadership for junior team members • Voice of the customer |
| Questions | |
| | Describe a time where you have been the voice of a customer to successfully advocate for a change within your organisation. |
| | What do you enjoy the most about being a Customer Support Manager? |
| | How do you identify top talent and succession plan for your team? |
| Comments | |
| | |

| Competency/Skill | Candidate with this will display |
|------------------|--|
| Leadership | <ul style="list-style-type: none"> • Demonstrates genuine passion for leadership and management • Prioritises team engagement and understands employees motivators to ensure they are happy and performing in their roles • Identifies employees with potential for succession planning |
| Questions | |
| | When you are recruiting for new team members, what do you look for? |
| | What has been your proudest moment or biggest win in management so far? |
| | How do you motivate and engage your staff? |
| Comments | |
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| Competency/Skill | Candidate with this will display |
|------------------|---|
| Problem Solving | <ul style="list-style-type: none"> • Can foresee problems before they arise and troubleshoot effectively to minimise the risk on the business • Thinks outside of the box for solutions that aren't always immediately obvious • Encourages team members to be creative with their problem solving even if it's not 'procedural' |
| Questions | |
| | Describe a time where you have foreseen a problem before it happened that enabled you to mitigate the risk or prevent the problem altogether. |
| | How do you help your team think outside of the box when problem solving? |
| | Tell us about a time where you have implemented a new process or procedure that has made your role (or elements of your role) easier. |
| Comments | |
| | |

| Competency/Skill | Candidate with this will display |
|------------------|--|
| Business Acumen | <ul style="list-style-type: none"> • Inherent commercial and business acumen that enables them to make decisions to benefit the business • Considers cost/benefit analysis for decisions • Looks for new ways to implement processes or tech that positively impacts the business • Brings creative and new ideas to the organisation for value-adds or ways to help customers |
| Questions | |
| | Describe a new initiative you have implemented in a previous role that has positively benefited the business or it's customers. |
| | Tell us about a time where you have refined or created a process to save the business cost. |
| | How have you displayed commercial or business acumen in your previous role? |
| Comments | |
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