**Customer Service Manager**

Do you have a passion for using technology to bring about social change? Are you driven to find innovative solutions that promote sustainable social impact?  If so, come join the team at Benetech!

The customer service department supports thousands of users worldwide for Bookshare, the world’s largest library of ebooks for people with reading barriers, providing millions of downloads every year to individuals with disabilities.

As the Customer Service Manager, you will provide leadership and support to our six-person customer service team and track, analyze and report on metrics. If you are tech curious, customer focused from the start of every day, and have the courage and creativity to try new ideas, we want you on our team.

This is a full-time position based in Palo Alto, California. We are also open to remote candidates. The health and safety of our employees is a top priority for Benetech. Due to the circumstances surrounding Covid-19, this position will start remote, and as things reopen, we will engage in company-wide discussions about going into the office. All interviews will be conducted remotely for the time being.

Bookshare is an initiative of Benetech, a non-profit that empowers communities with software for social good. Benetech is an Equal Opportunity Employer committed to diversity in its staff and encourages all qualified people to apply, including minorities, veterans, and individuals with disabilities. You can read more about our underlying values here: [Benetech Truths](https://benetech.org/about/our-truths/).

# Key responsibilities include:

* **Customer Focus** – Be our customer leader, in actions, communications and management practices.
* **Operational Excellence**– Maintain and improve our strong customer service infrastructure, while also paying attention to the human elements of our work.
* **Process Innovation** – Improve our processes every year to serve our customer base that is growing exponentially
* **Cross Department Collaboration & Presentation** – Work across departments, represent the organization at conferences, partner meetings, and give trainings and presentations.

# Qualifications

Research shows that women and people from underrepresented groups often only apply to jobs if they meet all the qualifications. However, no one ever meets 100% of the qualifications. Benetech encourages you to break that statistic and to apply. We look forward to your application.

* Bachelor’s degree, or equivalent combination of education and experience
* Three years of prior management or staff supervision experience
* Demonstrated leadership and interpersonal skills, teamwork orientation, and ability to motivate wide range of people. Sensitivity to cultural diversity.
* Demonstrated ability to manage operations and create innovative processes in a dynamic, fast-paced environment
* Mission driven with an interest in the communities we serve. Learn more about our impact here: [Benetech Impact](https://benetech.org/impact/)
* Strong technology skills and interest, experience with assistive technology including hardware and software, advanced Excel skills including pivot tables a plus