

Job Description

Title: Billing Service Manager

Dept: Operations

Location: Santa Clara, CA

ABOUT US!

Aeria Games & Entertainment is the leader in free-to-play massively multiplayer online (MMO) games in North America, Latin America, and Europe. Since our debut in 2006, we have been at the forefront of pioneering critically-acclaimed microtransaction-based online games in emerging markets and have offices in Santa Clara, Berlin, Sao Paulo and Tokyo. We are home to a community of over 15 million gamers and offer a diverse catalogue of titles including such hits as Dynasty Warriors Online, Shaiya, Last Chaos, Shin Megami Tensei, and Grand Fantasia.

We offer a competitive salary and multiple streams of revenue potential. Additional perks include monthly and quarterly socials, casual dress code, and an enthusiastic team of coworkers who truly love what they do!! We are actively on the lookout for the best and the brightest – if you are a creative, intelligent, and highly-motivated professional with a burning desire to contribute to this rapidly growing and cutting edge company, then we want to hear from you today!

JOB DESCRIPTION

- Supervise the Game Master customer service and billing support operations, which deals directly with customers and is the first point of contact between the players and AGE
- Escalate personnel issues to the Director of Customer Service
- Recognize, determine and institute best practices throughout all projects (games)
- Monitor, track and report key metrics and data points on varying aspects of customer service
- Coaches team in the moment, providing consistent and constructive feedback for future growth, including leadership development.
- Leverages individual staff strengths.
- Make sound determinations based on what requires a “sense of urgency”
- Demonstrates desired behaviors for staff including handling difficult and/or complicated customer issues,
- Ensure the teams organize, schedule and manage their time efficiently
- Responsible for staff scheduling to include: work assignments/rotations, employee training, employee vacations, employee breaks, overtime assignment, back-up for absent employees, and shift rotations utilizing the

ADP payroll system

- Able to guide team in assessing and prioritizing all customer issues.
- Train and supervise staff in accordance with company policies and procedures
- Supervise various customer service and/or billing support projects to ensure completion by deadlines
- Review all facets of customer service and billing support to provide recommendations on how to potentially reduce expense and optimize revenue

QUALIFICATIONS

- A minimum of five years experience managing a call center or customer service staff, at least two of online customer service, billing or sales a MUST
- Experience in supervising projects and team activities
- Must be flexible to work on a Saturday or Sunday of each week, in lieu of one weekday. M-F hours are 11am - 8pm, or 12pm - 9pm. Weekend hours are flexible.
- Proven ability to develop and train work force, build relationships, and utilize skills of workforce appropriately
- Ability to communicate effectively, both verbally and written, in a clear and concise manner
- Proven ability to adjust priorities and manage time wisely
- Self-directed, detail oriented, problem solver with a desire to contribute to a uniquely creative environment
- Demonstrate an ability to handle multiple demands from superiors and peers
- Have a strong ability to maintain professionalism within rapid and, at times, unpredictable changes
- Excellent knowledge of various online payment methods (PayPal, Google checkout, Paybycash, etc.