
POSITION: Vice President of Global Customer Support

LOCATION: Houghton, MI or Fort Myers, FL

CLASSIFICATION: Exempt

REPORTS TO: President, Global Operations

POSITION DESCRIPTION

The Vice President of Global Customer Support will be responsible for managing the customer support department both domestically and internationally ensuring world class services to our customers. They are responsible for the global support strategy, customer retention, service revenue, response and resolution times, customer satisfaction and escalation performance. They will provide leadership to the global support team by setting clear objectives and direction. The role demands global travel to foster key relationships with customers around the world. This position will also work closely in partnership with our call center, parts division and training centers to continually improve service and support at all levels. The Vice President of Global Customer Support will drive continuous improvement initiatives to enhance customer satisfaction, efficiency and support capabilities.

PRINCIPAL ACCOUNTABILITIES

- Ownership of a global customer-support operating model, including workforce planning, service-level standards, technology and consistent global execution
- Mentor, train and evaluate employees within the department ensuring we continue to deliver the highest standard of customer service
- Foster a customer-centric culture ensuring products meet or exceed customer expectations
- Manage multiple direct reports from all over the world
- Assume full accountability for the global Customer Service budget creation and performance
- Manage strategies that will result in margin, revenue and company growth
- Use analytical skills to assess market trends, identify challenges and develop effective solutions
- Uphold the highest standard of integrity in all business dealings
- Work in parallel with Sales, including international markets, to gain market understanding, promote company products, implement services and drive revenue
- Implement programs that create engaged customers, facilitate organic growth and improve customer experience
- Maintain appropriate staffing levels of the department that align with market conditions
- Instill integrity into the workforce ensuring a positive and mutual relationship between the customer and Somero
- Ability to work safely in office, production facility and job site environment

ATTRIBUTES

- Enterprise-level collaborative leader who builds high-performing global teams, develops leaders and aligns cross-functional stakeholders around shared customer and business outcomes
- Demonstrated ability to navigate complex conflicts and high-stakes escalations with sound judgment, diplomacy and accountability
- Demonstrates empathy and customer insight, translating internal and external stakeholder needs into informed decisions and meaningful action
- Champions a customer-centric strategy that aligns teams, priorities and resources to improve satisfaction, retention and long-term value
- Maintains a credible executive presence and consistently demonstrates professionalism, composure and integrity across cultures and business environments



- Communicates with clarity and influence across all organizational levels and cultures through active listening, compelling presentations and concise written communication
- Communicates proactively and transparently, surfacing risks early, setting clear expectations and reinforcing accountability

EDUCATION/EXPERIENCE

- Bachelor's degree in business administration, operations, engineering or a related field required; an advanced degree or equivalent combination of education and relevant executive leadership experience is preferred
- 10+ years of progressive customer support leadership, including 5+ years leading global or multi-region teams at the senior-director or vice-president level required
- Experience leading customer support or aftermarket service operations within manufacturing, industrial equipment or a related global business environment preferred

WORKING CONDITIONS

- Ability to work extended hours as business need dictate
- Office setting that may include working long periods of time working at a computer station
- Extensive domestic and international travel is required
- Attend seminars and training classes as necessary

JOB DESCRIPTION ACKNOWLEDGEMENT: I have received, reviewed and discussed any questions I may have had about this job description prior to signing this form.

PRINTED NAME: _____

SIGNATURE: _____

DATE: _____