



Title: Customer Care Manager

Location: Vancouver

About our Company:

Cologix provides network and cloud neutral interconnection and colocation services in highly strategic and densely connected data centers. We enable customers to scale their businesses rapidly and cost-effectively by delivering flexible space, reliable power, and dense cloud and network connectivity to customers in the carrier, cloud, content delivery, media, financial services and enterprise communities. Our customers have direct access to our local operations teams which result in strong partnerships backed by exceptional operational support and unparalleled customer service. With 27 Data centers in the United States and Canada, Cologix offers space, power, cooling, cross-connects and physical security for its customers. We are headquartered in Denver, Colorado and have data centers in Columbus (3), Dallas (2), Jacksonville (2), Lakeland (1), Minneapolis (3), Montreal (7), New Jersey (3), Toronto (2), and Vancouver (2) where we provide local dedicated support teams for our colocation and interconnection customers. Our company is backed by one of the largest North American Infrastructure funds and we have huge growth ambitions.

About the Position:

As a Customer Care Manager with Cologix you will be responsible for proactively engaging and managing communications (internal and external) related to customer service requests, security operations, data center maintenance, and incident management while maintaining the highest levels of customer satisfaction. Candidate should have experience managing existing relationships, display the highest integrity at all times, and be fully capable to work in a fast-paced environment with minimal requirement for task driven supervision. This position is for a team member who has a proven record of excellent written and verbal communication skills, experience in data center operations and/or the telecommunications industry, and is a self-starter and problem solver.

What you do daily:

- Service order management of all new Customer orders and assist with driving implementation efforts with the Operations staff to insure industry-leading standards.
- Respond to all inbound support requests from customers within industry leading response times.

- Develop and distribute customer communication of any service interruption or impairment, including post-incident follow up.
- Manage all maintenance and repair activities, including providing status on a regular and consistent basis to internal stakeholders including executive level contacts.
- Maintain all security standards for the Cologix data centers and its customers.
- Document all customer communications within the Cologix CRM tool.
- Proactively contact customers to obtain feedback and disseminate information to appropriate Cologix teams.

What makes you a good fit: (Qualifications)

- Education: Bachelor's Degree
- 2+ years work experience
- A combination of education and experience is acceptable
- Knowledge of telecommunications and data center operations
- Attention to detail with good organizational capabilities
- Ability to prioritize with good time management skills
- Can work independently and consistently achieve results
- Excellent interpersonal, verbal and written, communication skills
- 3 years in a customer service role
- Must be self-directed, understand the requirements, and take the initiative to complete tasks with little or no direction
- Experience interfacing with diverse groups
- Ability to work well in team environments and independently as necessary
- Self-starter, strategic thinker
- Effective problem solving and troubleshooting skills

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.

Cologix is an Equal Opportunity Employer. Qualified applicants are considered for employment without regard to age, race, color, religion, sex, national origin, sexual orientation, disability, or veteran status.