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# Example of Customer Executive Job Description

Our company is growing rapidly and is hiring for a customer executive. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for customer executive

* Manage the research budget and drive efficiencies to ensure maximum ROI
* Drive engagement of Regional Operations Managers and lead the interpretation of dealers’ CSI results to drive change within the dealer network to increase customer satisfaction and retention, using quarterly dealer reports
* Single point of contact for all global customer feedback through a variety of touchpoints (Launches/Events/Dealer visits/PDC drivers/Training)
* Manage external agencies to ensure programmes meet stakeholder needs, are delivered efficiently, on time and within budget
* Work cross functionally and build relationships with all departments and stakeholders
* Support the FAB activity
* Supervise and develop/train junior team members
* Owns the end to end management of customer queries incl
* You will deal with general day to day enquiries from suppliers such as accounting queries
* You will deliver excellent customer service and meet the requirements of the customer

## Qualifications for customer executive

* To ensure you understand regulation and the DISP and ICOB rules in relation to complaints handling as stipulated by the FCA
* To identify and capture the root cause of complaints, feedback to relevant areas/teams and agree necessary resolutions
* Participate fully with the requirements of the company’s Training and Competence scheme
* Liaise with relevant stakeholders to feedback and seek advice to provide the right resolution for your customer
* Experience with print and digital direct marketing campaign delivery, segmentation and test and learn approach, preferably within the telco industry
* Good analytical eye – able to pull together marketing reports and identify KPI trends