



Example of Customer Experience Program Manager Job Description

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Our innovative and growing company is hiring for a customer experience program manager. 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 experience program manager

- Manage a team of program managers who are delivering transformational programs across our support organization globally
- Set measurable program goals and communicate program status to various levels of the organization
- Develop and foster a collaborative work environment with key stakeholders
- Own the vision and roadmap (both operational and technical) for transitioning from a reactive experience to a proactive one
- Manage the Scheduled Delivery Assurance program, including a team of associates jointly trained in transportation problem-solving and customer service
- Work with data scientists to develop algorithms to proactively identify customer-impacting defects to the customer experience
- Track and maintain all deadlines for deliverables – escalating timeline concerns and proactively managing task execution across teams
- Provide seamless updates on program execution across all cross-functional teams on behalf of the Customer Experience Dept
- Assure that all User Experience updates and strategies are implemented across the varied groups in a collaborative manner – responsible for taking a holistic, end to end view of strategic implementations
- Provide thought leadership and strategic contributions to shape a strong scenario-focused, customer-centric organizational culture

- Define and set the method and tools that are necessary to manage the deployment of the project across multi entities (detailed business plan, planning, risk analysis, mitigation plan, stakeholder communication, templates, KPI)
- Create added value with business experts and key stakeholders by challenging and providing alternative insights & perspectives
- Support and provide proven and custom-made structured analysis (problem solving)
- Design with subject matter experts high level processes, identify new transversal capabilities and define new target operating models
- Capable to capture and structure large quantities of information, to focus on the relevant elements and to translate abstract content into action
- Ability to break down complex issues and topics to essential elements and to assemble key findings and recommendations in a structured manner (helicopter view)