



Example of Customer Experience Job Description

Powered by www.VelvetJobs.com

Our company is looking to fill the role of customer experience. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for customer experience

- Inspires team members and Business Units to adopt a design thinking mindset
- Engage in discovery and research of the business units and clients needs and requirements across all the different touch points and interactions
- Drive the creation of artifacts by domain architects and implement best practices
- Actively participates in calibration sessions with the Client and Results CX Team
- Hunt leads and follow up on opportunities for new customers, lost or inactive accounts regular accounts
- Perform other duties, functions and tasks that are incidental and inherent to the job
- Learn creation of weekly, monthly, and ad-hoc Customer Experience reports for the Heartland region and begin owning this
- Focus areas include – Net promoter Score (NPS), transactional NPS (tNPS), relationship NPS (rNPS), Dissatisfaction, chronics, VOC, Time-to-Assist (TTA), Digital Penetration, X1 Penetration and other metrics that materially impact Customer Experience
- Prove or disprove hypotheses to drive Customer Experience improvements and use data and insights to validate hypotheses
- Blend quantitative insights with qualitative insights and functional knowledge to develop business cases and process improvement recommendations

Qualifications for customer experience

- Output driven
- Provide leadership across all teams and all agents
- Engage in regular 1 on 1 discussions with each Specialist to review developmental progress and successes
- Conduct regular team meetings to ensure employees are informed of departmental changes, overall departmental performance, company news and updates
- Partner with Site Manager and Human Resources to execute talent management plans