



Example of Customer Experience Job Description

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Our innovative and growing company is searching for experienced candidates for the position of customer experience. 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

- Coach reps to excellent customer experiences by focusing on a combination of soft skills coaching, accountability to the customer and problem solving
 - Complete customer call backs, speaking with two customers a day utilizing the customer feedback to prepare coaching and huddle topics
 - Create and administer coaching plans with Supervisors that reinforce proper coaching to S4B call flow
 - Create agendas and facilitate weekly team huddles based on themes from customer call backs
 - Support the local elevations process by bringing issues to elevations meetings along with supporting finding and implementing solutions
 - Partner with Leadership to identify coaching opportunities, offer feedback and support for the frontline agents
 - Identify trends in tNPS, rNPS, and eNPS to drive motivation, engagement, and process improvement to positively impact the customer and employee experience
 - Experience working in a Customer Contact Center required
 - Travel as required, working with site leadership on solutions initiatives, and proactively supporting NPS culture. Based on the needs of the business, may also be assigned to work with additional site or outsource locations
 - Leads voice-of-customer research to understand current state customer experience, pain points, and unmet needs
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- Strong written and verbal communication history including the ability to articulate ideas clearly and concisely in a variety of settings, adjusting the message to suit the audience
- Proven success in analytical thinking situations
- Ability to work a flexible schedule when needed, which will include evening and weekend support
- In-depth working knowledge of customer relationship management software and call management systems a plus
- Bilingual (fluent in English/Spanish) a plus
- Passion for delighting our Customers together with strong leadership is a prerequisite for this role