

Our company is growing rapidly and is looking for a customer leader. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for customer leader

- Make follow up calls after closure of CSOs to customers to proactively drive customer satisfaction
- Own customer technical relationship from project concept to delivery, supporting sales, acting
- To consistently lead by example in performance, attitude and behaviour
- To promote completion of employee training in accordance with the CCC Skills Matrix, ensuring that teams are kept up to date with current process training and certified to an appropriate level
- To ensure that all Customer Care Centre and company policies and processes are adhered to, ensuring accuracy and quality of the teams' work against departmental processes and KPIs
- To identify the root cause of issues that have led to any customer dissatisfaction, implementing LEAN process improvements to prevent reoccurrence
- To be fully conversant with all CCC processes for Call Receipt, Co-ordination & Proactive Planning, providing line management and occasional operational support as required
- Manage and develop the customer services contact team to provide a responsive service for all stakeholder requests for service and communication (via telephone, web, letter etc), including management of complaints
- Development of staff including regular performance reviews with clear objectives linked to contract goals and strategic objectives

designated opening hours

## Qualifications for customer leader

- Thorough knowledge of the assigned Customer Experience Center activities, policies and procedures, including customer billing, service plans, credit and collections, and company programs and services
- Act as a subject matter expert (product & delivery model)
- Jonesboro, AR
- A minimum of 5 years' experience in customer facing
- Experience in medical device industry commercial roles with strong background in operations (sales, services, operations or marketing) or leading operations within large public or private healthcare institutions with strong Project Management and strategy background or equivalent knowledge and experience
- Strong competence in project development and management & execution of large scale multi-modality- turn key projects or programs within public or private sector