



## Example of Senior Manager, Customer Experience Job Description

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Our innovative and growing company is looking for a senior manager, customer experience. 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 senior manager, customer experience

- Lead high visibility program objectives and deliverables to include multiple projects with multiple project managers
- Drive progress, coordination and completion of projects across various functional areas utilizing standard project management documentation (project plans, risk trackers)
- Coordinating tasks and tight timelines of multiple projects numerous stakeholders, functional areas and project teams leading to a timely delivery
- Manage and direct the work of Project Managers and Business Analysts (directly and indirectly)
- Subject Matter Expert in areas including project scope definition, risk identification, project methodology, resource allocation, facilitation, and other areas of expertise based on established project management techniques
- Clearly and articulately prepare a variety of executive communications in regard to performance of projects at the program or portfolio level and to define, track and report benefits for deliverables
- Present and communicate ideas clearly and concisely to leadership
- Lead in an ambiguous environment and collaborate across multiple areas in order to achieve decision making and action
- Support Norton's growth by helping lead infrastructure projects involving building capabilities around systems, tools, technologies

## Qualifications for senior manager, customer experience

- Continuously promote and demonstrate a high level of personal commitment to exceeding our end customer's expectations with every interaction
- Responsible for the gathering and interpretation of competitive intelligence and industry benchmarks on customer experience innovation
- Identify and implement appropriate dissemination tools and techniques to ensure continuous and maximum exposure of information gathered, including facilitating conversations with leadership
- Minimum 7-10 years of experience in customer experience and customer strategy in a large organization, with 5-7 years of experience in management consulting or corporate strategy strongly preferred
- Someone who leads from the front and is not afraid to get his/her hands dirty
- Demonstrated capability in defining customer segmentation strategies and data analytics