



## Example of Senior Manager, Customer Experience Job Description

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

### Responsibilities for senior manager, customer experience

- Provide advice and assessment of continuous improvement ideas and initiatives including objectives, risks, outcome alignment, costs and benefits
- Develop business cases and benefit realization reviews for projects and process improvement initiatives, including analysis of customer impacts and service delivery implications
- Identify opportunities to create efficiencies and reduce costs through process re-design, automation, and outsourcing
- Develop a methodology for identifying areas with Operations in need of improvement
- Consult with our Operations teams to remediate audit findings and incidents
- Drive our culture of continuous improvement within Operations, with the goal of operational excellence
- Assist in the management of a library of Operations policies and procedures, ensuring version control
- Work alongside a small team responsible for process improvement, including process design and re-engineering and policy and procedure writing
- Responsible for the support of customer services in Institutional Banking Group
- Handle customer feedback and complaint

### Qualifications for senior manager, customer experience

- You will work not only on the strategy implementation
- The role is highly visible and you will have a chance to work with partners across the organization such as Marketing, Digital Channels, Product, etc
- You will train others in Customer Strategy on Customer-Centric Design
- A background in either Customer Experience, Marketing, Digital, Product, or related disciplines
- Minimum 3-5 years of experience in a corporate role or consulting environment