



Example of Senior Manager, Customer Experience Job Description

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Our company is growing rapidly and is looking to fill the role of senior manager, customer experience. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for senior manager, customer experience

- Champion the development of innovative marketing strategies and creative executions to deliver impactful benefit related communications to high value segments
- Managing the creation and development of servicing communication to ensure consumer clarity throughout the application and online servicing journeys
- Evolving phone servicing strategy to ensure CCP performance is best in class
- Working with GSN partners to create CCP training and ECCO materials to ensure KPI benchmarks are exceeded
- Partnering directly with AmericanExpress.com (MYCA) product owners on lending-specific servicing features
- Overseeing and optimizing the issue resolution process to lead key partners in the process in minimizing the impact of growing pains for this new business
- Gathering insights from the servicing channel and partner with other team members to inject feedback from the customer into the online experience via timely and clear email communication, FAQ, and marketing copy
- Reporting to the Program Director of Customer Experience Shared Services, lead the BPO vendor management responsibilities associated with the Customer Experience BPO strategy
- Ensure contract compliance and enforce service level agreements
- Execute BPO/Sourcing strategies to generate internal process improvements and/or cost savings opportunities

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- Demonstrated ability to develop and recommend concrete actions to improve performance
 - Ability to articulate his/her views to all levels within the organization and possess strong verbal and written communication skills
 - Ability to set a positive example of change and encourage others to do the same, to facilitate the transition to a customer-focused sales culture
 - Desire and proven ability to work in cross-functional teams
 - The ability to deliver training at a senior level, facilitating workshops and ensuring both consistency of knowledge transfer and a positive learner experience
 - Bachelor's degree in computer science, business or design