



## Example of Senior Manager, Customer Experience Job Description

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Our company is searching for experienced candidates for the position of senior manager, customer experience. To join our growing team, please review the list of responsibilities and qualifications.

### Responsibilities for senior manager, customer experience

- Align operations structure to maximize resource skill sets, improve productivity/efficiency, accountability and work with internal business partners
- Identify new business process outsource opportunities, manage the business requirements design, and lead cross functional teams to ensure the successful execution of those new opportunities
- Lead Implementation – Oversee agile UX and capability enhancement delivery to continually improve the site customer experience
- Deliver Results – drive success against key performance and financial metrics, including customer satisfaction, engagement and revenue
- Manage Strategic Partnerships – Coordinate and influence strategic partners, including our site hosting and development partners and our digital design and experience agency
- Cross-Functional Integration – Partner closely with colleagues across TLS – including call center teams, operations, analytics teams, – to ensure a smooth end-to-end customer journey consistent with other TLS channels, partnering closely across internal card product and benefit leaders
- Develop a personalization roadmap – What are the most impactful sub-segments within the Global Marketing customer base that should get coordinated, personalized treatments?
- Develop a personalization playbook that defines the sequence of treatments that should apply to the sub-segments selected

- Understand and synthesize 2018 strategies of marketing partner teams across Global Marketing

### **Qualifications for senior manager, customer experience**

- 3+ years of payments industry experience with a focus on CX/UX
- Experience developing product strategy
- Proven ability to work effectively with a cross-functional team
- Excellent written and verbal skills, including 3+ years of experience with requirements gathering via formal sessions (e.g., JADs), presentation requirements documents, PowerPoint presentations, and extensive meeting facilitation with all levels
- Proficiency with Excel, PowerPoint, Project, Word
- PMP, Six Sigma or Scrum Master Certification