

## Associate Manager Jobs In Dubai 2022 | Majid Al Futtaim

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Company: Majid Al Futtaim

Location: Dubai

Category: other-general

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#### Job Responsibilities:

Develop in-depth analytical understanding for what drives growth for MAF Retail across markets

Analyze disparate customer feedback sources (i.e. NPS, social media, call/case volumes, product feedback) to present comprehensive views of CX

Prepare and deliver visualizations and internal presentations that translate analytic insights into tangible, actionable solutions for business partners to implement

Prepare monthly reports on key KPIs and status of CX initiatives and share with CX leadership and BU's and Majid Al Futtaim's management team

Liaise with markets to develop improvement plans across markets keeping in mind customer feedback, operational metrics and local challenges

Work with line manager to manage the executional requirements end to end for customer research on new innovations rolled out (for example – Scan & Go, Cleveron, etc.)

Work with line manager to review business cases on new rollouts across MAF Retail.

#### Job Requirements:

Bachelor's degree or higher, preferably in business studies, marketing or a communications discipline

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