

## Customer Experience Manager | MEFITPRO Dubai

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Company: MEFITPRO

Location: dubai

Category: other-general

### Customer Experience Manager | MEFITPRO Dubai

MEFITPRO's dedication to providing outstanding fitness solutions has positioned them as a leading voice in the region for fitness equipment, sports nutrition distribution, consultancy services, recruitment services, marketing and internationally recognized education and training for fitness professionals.

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Responsible for creating and leading a member obsessed service culture throughout the organization, making sure each touchpoint across the customer journey is engaging, efficient, and effective.

Create and implement SPOs that safeguard maximum staff compliance to company's rules/ethics and ensure optimal customer experience across the consumer touchpoints.

Build the tech infrastructure of collecting Customer feedback, both in real time and periodically, to assess the actual levels of transactional and relational satisfaction and recommendation.

Utilize Customer Relationship Management (CRM) tools and all digital technology in coordinating and monitoring customer experience operations. Support the member experience team and touch points at club level to ensure a seamless and connected digital eco journey and strategy, aiming to increase customer satisfaction and loyalty, drive retention and new business via advocacy.

Owning the Net Promoter Score (NPS) process and its implementation and execution through to analysis and action plans of improvement

Work closely with COO and Product and Operations Manager to design the customer journey and relevant products and services to meet the demands and expectations of our members

Don't miss out on this exciting opportunity – apply now at [dubaiofferz.com/#J-18808-Ljbfbr](https://dubaiofferz.com/#J-18808-Ljbfbr)

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