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Description:

We are looking for an exceptional, experienced CX Director who will supervise and oversee the strategy, planning, and execution of the organization's overall customer experience goals. This includes liaising with other department heads to ensure all other teams contribute equally to providing customers with a seamless experience across touchpoints.

Job Responsibilities: Ensure that the customer experience team works in collaboration with all other business functions, consistently delivering great end-to-end customer experience across stages, channels and touchpoints in the customer journey

Enabling a two-way stream with customer facing teams through – collecting feedback from customer facing teams to derive meaningful insights for improvements and; guiding teams to ensure a customer-centric attitude while acquiring new customers or dealing with existing customers, especially guiding the marketing, branding and sales teams to align with the larger CX strategy.

Build and manage a team of business analysts and customer experience specialists with deep domain expertise in customer experience journeys

Encourage problem-solving, strategic thinking and customer orientation amongst the team

Job Requirements: 8- 10 years of proven experience in relevant roles, including customer experience design and management, product development collection of voice of customer or other related ones, and at least 3 years hands-on experience in a supervisory

role;

Bachelor's Degree in Business Administration, Marketing or a relevant field

Preferably with a strong understanding of Design Thinking, Agile Mindset or Value Stream Management Approach

Working knowledge of Salesforce#J-18808-Ljbffr

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