

CX Manager – Central Team Jobs in Dubai | Chalhoub

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Company: Chalhoub Group

Location: dubai

Category: other-general

1- CX Manager – Central Team

Job: Full Time

Location: Dubai, UAE

Description:

Our CX Manager will create satisfying and compelling experiences for our customers, with a focus on reshaping the customer experience to maximize conversions. Our CX Manager must have an expert understanding of touchpoints across the entire customer journey and elevate in-store team's CX capacity and understanding of their role in the journey.

Job Responsibilities: Act as a consultant to the business on all CX related matters

Plan and execute cross-functional end-to-end projects to redesign customer journeys

Develop a strong understanding of the brand's key customer journeys

Prepare presentations and clearly communicate projects deliverable to brand's captain

Requirements: Experience in partnering with cross-functional teams to enable the success of both teams regarding customer experience

Experience leveraging data insights to improve customer experience

Strong written, verbal and presentation skills #J-18808-Ljbffr

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