MANAGER, CUSTOMER EXPERIENCE

About Bee’s Wrap:

Bee’s Wrap is a quickly growing company that produces and distributes a sustainable alternative to plastic wrap for food storage made from beeswax and cloth. Bee’s Wrap is a place of productive and creative work, aiming to provide a place of employment that is engaging, supportive and open-minded.

POSITION OVERVIEW:

Lead, coach, and oversee a high-performing team of customer support specialists focused on direct to consumer interactions through our website and Amazon sales channel(s).

JOB RESPONSIBILITIES:

- Oversee the team of Customer Support Representatives
- Foster a culture of professionalism, creativity, ownership, and customer advocacy
- Set and monitor weekly and quarterly goals for the Customer Support team, providing ongoing coaching and mentoring to help achieve the targets
- Assist in hiring and onboarding efforts as the team expands
- Improve and expand existing support channels such as Amazon, improving our responsiveness and effectiveness in providing a great customer experience
- Set up new channels to allow for interactions with customers via phone and/or chat or product reviews
- Optimize and create self-help and self-service options to provide on-demand, no-touch support to customers
- Codify best practices in our ever-growing knowledge base to optimize customer engagement
- Generate customer insights to shape policies and business strategies
- Serve as the customer’s champion in cross-functional efforts to ensure that customer experience is top of mind in company-wide decision-making
- Create a detailed view of the existing customer journey and implement a vision of a best-in-class customer journey to drive sales, customer satisfaction, and loyalty
- Work with the Brand Manager and Head of Marketing to develop customer retention programs
- Optimize Bee’s Wrap policies and procedures by synthesizing customer insights from existing data sources and external research methods
- Implement tools and programs to improve the customer experience
Title: Manager of Customer Experience
Reports To: VP Marketing & Sales
Last Updated: Nov 25, 2019

- Collaborate across Technology, Product, Operations, and Marketing teams to identify and implement new tools to drive continuous improvement opportunities
- Develop best-in-class loyalty program that encourages a lasting relationship between Bee’s Wrap and its customers and prioritizes their feedback on improvement opportunities

Additional Tasks:
- It is often necessary for everyone to chip in when additional hands and minds are needed.

QUALIFICATIONS:

Education:
Bachelor’s Degree or equivalent work experience

Experience:
3-5 years of experience in customer experience related field or project examples include: playing a leadership / management role on the customer team within a digitally native startup, setting the customer support and experience strategy for major companies, or having responsibility for the performance of customer representatives.

Skills/Knowledge/Abilities:
- Obsession with providing a world-class customer experience
- Impeccable attention to detail
- Excellent written and verbal communication, especially in customer-facing engagement
- Excellent people and project management skills
- Strong ability to analyze data sets and synthesize key insights
- Scrappiness and resourcefulness, not afraid to get your hands dirty and tackle problems
- Leadership that drives the best out of others and establishes credibility as a trusted partner and doer

Preferred, But Not Necessary
Experience with CPG/Retail
Experience in a fast-growing organization
Experience with managing managers (i.e., your reports had reports of their own)
Experience with ZenDesk or other Knowledge Based CRM solution
Experience with multi-channel customer support (i.e., email, phone, chat)
Experience with implementation of digital tools for customer engagement (e.g., email marketing, live chat, live phone answering system)
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**Working Conditions:**

Requires being able to work at a desk (standing up or seated) for long periods of time to use a computer and phone to perform job responsibilities. Also requires helping to unload and store inbound supplies, and lifting packages weighing up to 20 pounds. Also requires setting up and breaking down trade show booths, including lifting boxes weighing up to 50 pounds. Must be able to drive. Requires the ability to stand for long periods of time at events such as Trade shows.