



Customer Experience Executive

Our Team

Mighty Jaxx is the leading integrated future culture platform in Southeast Asia today. With a mission to supercharge future culture phygitally, Mighty Jaxx's integrated platform will empower future pop culture brands with an end-to-end supply chain of digital and phygital collectibles, including artist development and incubation, proprietary IP operation and providing global consumers access to new D2C experiences.

Mighty Jaxx partners with the greatest creative talents in the world, as well as top global brands such as Netflix, Formula 1, Hasbro, Toei Animation, Cartoon Network, Nickelodeon, Warner Brothers, Adidas and many more to ship millions of phygital collectibles to over 90 countries worldwide.

We are proud to be an equal opportunity employer with a diverse, inclusive work environment and encourage our employees to bring their authentic, fun-loving, and high-energy selves to the workplace.

The Job

The successful candidate will act as a customer advocate to drive user-centric mindsets and behaviours in the organisation transversally. He/she must be passionate about creating a positive customer experience, and a strong believer in the fact that positive customer experience is critical to Mighty Jaxx's success. This is a pivotal role for Mighty Jaxx, and presents a unique opportunity for professional growth within the organisation.

Responsibilities

- Serve as a point of contact for customers who send queries or feedback via email, Facebook, Instagram, or other social media channels or platforms
- Collaborate with key internal stakeholders to promptly investigate issues and respond to customers within specified timeframes
- Ensure compliance with service recovery protocols, and suggest improvements
- Oversee and optimise customer journey from the point of purchase to continued engagement, ensuring a seamless and positive experience
- Implement strategies to enhance customer satisfaction scores and loyalty
- Lead initiatives relevant to Customer Experience (CX), with a focus on revenue generation through online platforms and social media



- Act as a community manager for Mighty Jaxx's social platforms: Discord, Instagram, Facebook, TikTok, YouTube etc - to engage with customers, create hype for new launches, and flag out upcoming launches
- Collaborate with internal e-Commerce, Marketing and Sales teams to identify opportunities for upselling and cross-selling
- Develop and implement crisis management plans to address issues that may impact the customer experience
- Work closely with cross-functional teams to ensure effective and timely resolution during crisis situations

Requirements

- Proven track record of successfully implementing strategies that drive revenue growth
- Familiarity with the consumer goods industry would be a bonus
- Proficient in leveraging online platforms and social media for revenue generation and customer engagement
- Experience in planning and executing crisis management strategies
- Strong analytical skills to assess customer data and market trends
- Willingness to adapt to changing market dynamics and evolving responsibilities
- Understanding and appreciation of cultural differences, with the ability to tailor customer experience strategies for diverse markets
- Proficient in Microsoft Office and Google suite applications
- Knowledge of Zendesk software is a bonus
- Self-sufficient and proactive in providing recommendations to improve processes
- Ability to remain calm and make effective decisions during high-pressure situations
- Excellent verbal and written communication skills
- Ability to communicate effectively with internal teams and external partners

To apply, please send an updated copy of your resume to people@mightyjaxx.com
While we value all submissions, we regret that only shortlisted candidates will be contacted by our People team.