

Customer Experience Manager/ Assistant Customer Experience Manager / Senior Customer Experience Executive

The successful candidate will be part of the team that acts as the 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 is a strong believer that positive customer experience is critical to Mighty Jaxx's success.

Responsibilities Include

- Work with multiple business units and stakeholders to lead and execute cross-department customer experience projects/initiatives.
- Investigate and perform ethnographic research and contextual design investigations to understand customer behaviours, pain points, needs and aspirations.
- Bring customer research and insights to life through personas, customer journeys, insight-opportunity frameworks, system maps, scenarios planning and ideation workshops.
- Plan, facilitate and conduct brainstorming and ideation workshops with business users and other relevant stakeholders using the insights/research for co-creation of ideas.
- Mentor Customer Service Executive & Junior Customer Service Executive , guide the team in execution of customer service related matters, as well as show them how to own and drive development, problem-solve and communicate effectively.
- Mentor team performance and set team's Key Performance Indicators (KPIs).
- Develop and implement service excellent requirements including but not limited to setting KPIs, processes, standard operating procedure, crisis management, internal and external communication etc.
- Ensures all customers complaints are handled well, upholding and improving Mighty Jaxx's brand reputation/image. Make sure that all customers' complaints are resolved in timely & satisfactory manner.
- Synthesize findings, outcomes from ideation workshops, and converge them to a set of tangible offerings, in partnership with product/business owners. Align objectives with all stakeholders on a timely basis.
- Work with internal and external partners to execute special projects assigned and advise in the area of service experience and customer journey.
- Support any other projects and initiatives from a customer's point of view.
- To assist Head of Departments, C-levels whenever necessary.

Requirements

- Minimum 5-6 years of experience in Customer Service processes, framework, planning and implementation
- Minimum Diploma/Degree in any field or its equivalent
- Possess domain knowledge in Business/Marketing/E-commerce and/or Services/Operations preferred
- Possess creative thinking and high level of problem-solving skills and advisory to management in respect of customer service excellence related matters.
- Is an excellent team player. Has strong organisational and follow-up skills as well as the ability to work independently
- Good interpersonal skills and able to coach and mentor teammates
- Able to draft clear and concise written communication

- Ability to develop business-oriented results with appropriate level of detail and keep the right people informed
- Proficient in preparing presentation materials and reports
- Demonstrate decision-making latitude
- Must be IT-savvy
- Is detailed-oriented with strong analytical skills
- Able to multitask and perform well under pressure
- Experience in project management preferred but not necessary
- Knowledge of Zendesk software is a plus point