

## Customer Experience Manager - Customer Service Management

Job Title	Customer Experience Manager		
Division	Sales and Marketing Division		
Department	Customer Service Department		
Section	Customer Service Management		
Location			Direct Reports
Reports To	National Manager-Customer Service	Version Number	1
External Relations		Guide Number	7120
Internal Relations		Job Code	

### Basic Function

Customer experience manager role is supervising the customer experience team in Customer Service department, organize, plan and monitor the customer touch points to ensure optimized interaction between SMSA and its customers. In addition, he will be supporting for developing and implementing strategies useful in improving customer relationship, dedication, and satisfaction.

### KEY Responsibilities

#### Core

- Managing and supervising employees in Customer Experience section to provide excellence by leading, coaching, and training on SMSA service standards and monitoring the staff while solving issues for customers.
- Manage the customer's complaints, traces and key account inquires in professional manner to empower customers' trust in SMSA and avoid further escalation.
- Handle customers' complaints for all projects kingdom wide.
- Promote quality to all customer support channels.
- Supervise the activities of customer experience team to ensure their interaction with customers reflect positively on the company
- Ensure all support within the customer experience functions meets the set service level.
- Collect and analyze customer expressions of dissatisfaction and complaints, QMS, mystery shopper and Net Promoter Score feedback, ensure that NPS increases across SMSA over time
- Communicate all analyzed customer complaints, feedback cross all channels to the concern department in order to achieve the target of reduce customer complaints and increase the customer satisfaction.
- Conduct surveys to gather information on customer opinion of rendered services
- Liaise with SMSA marketing and sales units to analyze customer feedback and develop programs effective for improved customer experience.
- Continually identify opportunities to improve the customer experience
- Participate in the development, implementation, and update of all aspects of Customer experience Training.
- Perform other assignments as required.

- Make sure the CS staff attend training courses
- Staff training
- Social media responding
- Employee satisfaction level within CSD

### Team Supervision

- Monitor CX Team Daily Performance, KPIs, and services level.
- Train Supervisors on how to solve customer issues and enhance the communications with the key account customers.
- Prepare staff monthly performance reports.
- Supervise and guide assigned team to meet the deadline and department's objective.

### HR

- Monitor/measure staff performance via Reports.
- Coordinate with HR for new hire and agents training and other staff issues.
- Review employee progress as related to quality and productivity objectives and participate in the development of programs to improve overall call handling results.
- Ensure proper quality and productivity offering employee coaching and development when necessary and/or required.
- Hire staff to fill vacancies.

### General

- Coordinate with related department to solve any shipment issues.
- Ensure staff efficiencies at highest level of quality and productivity.

### EHS

- Ensuring that all safety related equipment and systems, particularly fire fighting, alarm, emergency lights and similar equipment are identified, listed and scheduled as part of the preventive maintenance program, and that they remain in safe & good operational condition at all times
- Coordinating with maintenance staff concerning occupational health & Safety, and environmental management
- Coordinate and Participate in the departmental EHS system activities including hazard identification, safety awareness and procedures implementation, waste management, environmental aspects identification, and EHS audits
- Overseeing and monitoring all the work activities in order to make sure that work and job related hazards are identified and the work is being performed safely, following the OHS system / rules, and considering the environmental management principles
- Coordinating with the Maintenance Engineer / contractor regarding the execution of the preventive/corrective maintenance activities
- Actively participates in the development and implementation of EHS objectives & programs, and lead EHS audits / inspections. Take a major role in incident reporting & investigation
- Participates in the emergency response plan, development, and in conducting emergency drills
- Actively participates in the EHS audits / inspections. Take a major role in incident reporting & investigation
- Coordinate and participate in the paper and other recycling programs, communication & management

- Planning and supervising the EHS awareness and training activities and ensuring competence of all personnel
- Supervising the EHS internal audits, inspections, and corrective / preventive actions effectiveness

## Business Continuity

- Ensuring that the BC plan (or plans) adequately delivers the organization's BC capability and meets the BC requirements.
- Communicating the implications of departmental changes that may impact the BCMS.
- Collecting information for and completing the BIA.
- Identifying and acknowledging supply chain priorities.
- Developing, implementing, and maintaining departmental procedures on behalf of the plan owner.
- Conducting and participating in exercises.
- Maintaining the departmental BC documentation. Liaising with the BC managers.
- Developing, coordinating, and facilitating the BCMS. This includes developing analysis and BC plan templates.
- Facilitating and coordinating the BIA, risk and threat assessment (related to prioritised activities), strategy and solutions planning, BC plans and testing throughout the organization.
- Ensuring maintenance of the BCMS on a periodic basis as well as whenever it is appropriate.
- The effective use of resources and procedures within the BCMS, such as systems, tools, and response and recovery procedures.
- Making recommendations, removing roadblocks, and reporting to top management

## Competencies - Professional and Technical

### Behavioral Competencies

Analytical Thinking	Level 4
Communication	Level 4
Conflict Management	Level 4
Decision Making	Level 4
Stress Management	Level 4
Team Leadership	Level 4

### Technical Competencies

Language Proficiency knowledge (Arabic)	Advanced
Language Proficiency knowledge (English)	Advanced
MS Office (Excel, Word, PowerPoint, Visio, Outlook) Knowledge	Advanced

### Competencies – EHS

Knowledge of basic environment health and safety requirements  
EHS corporate objectives awareness  
Awareness of EHS requirements in the QEHS management systems  
Have attended EHS awareness training (if applicable)  
Awareness of Environment Health Safety incident reporting

### Organizational Competencies

Intermediate

\*Refer the Organizational Competencies Dictionary in GUIDE (Doc# 6244)

### Decision Making

### Key Performance Indicators (KPIs)

Abide by the goal setting forms (Individual KPI'S) of the current financial year

### Qualification : Education and Experience

Bachelor's Degree (Preferred specialization in their field of work). (Those in finance/ accounting jobs must be a CPA or equivalent.). At least five (5) years of relevant work experience, 2 years of which should be in managerial capacity, preferably in the same industry.

or

Diploma, certificate courses with over 8 years industry experience of which at least 2 years has been in management position

or

Diploma, certificate courses with over 10 years industry experience of which at least 4 years has been in Supervisory position

\*Note: Industry Experience wherever its applicable

Date Of Release

Prepared By:	Reviewed by:	Approved by:	Endorsed by:

<b>Updated by:</b>	<b>Date:</b>	<b>Approved by:</b>	<b>Date:</b>
<b>Employee Name:</b>			

I hereby confirm my utmost commitment in fulfilling all the requirements including above and any amendment to this document.

Management reserves the right to amend the Job description at any time without prior notice.

<b>Signature:</b>	<b>Date:</b>