

Customer Experience Manager

TRAININGS
RECRUITMENTS
CONSULTANCY

eppc

EPPC Albania on behalf of its client, is currently recruiting a **Customer Experience Manager**.

Major responsibilities:

- Prepare and review with marketing all communications being delivered to the customers via SMS, emails, different campaigns etc;
- Test and update frequently the texts/templates that impacts the User Experience in our online and digital channels (website, app);
- Perform mystery shopping internally and externally to test the service level and be on track with competition;
- Using segmentation and loyalty programs the person shall generate ideas how to attract and engage customers with the company (via campaigns, Aftersales, etc);
- Create/update all sales and Customer Experience scripts for the team and monitor closely the results with Quality Assurance team;
- Participate in all group meetings related to projects and initiatives that deliver new releases on a weekly basis. Everything that impacts customer shall be reviewed from the Customer Experience Manager;
- Monitor NPS results and be proactive in understanding the voice of customer and proposing ideas how to improve it;
- Visits all branches quarterly to meet with employees and customers and listen to their voices. Prepare questionnaires to collect feedback, analyze and propose improvements;
- Proactively in generating ideas how to improve processes, procedures, products in order to improve the Customer Experience;
- Other initiatives related to customer experience.

Requirements for this position are:

- **Bachelor's degree in Business Administration, Marketing, or a related field;**
- **At least of 5 years of experience in customer service, customer experience management, or a related field;**
- Energetic and creative spirit;
- Proactive and open personality as the person will be in contact with a dynamic environment with different cultures and background;
- Ability to work in a team;
- **Excellent knowledge of English is a MUST.**

How to apply:

To apply for this opportunity, please fill your application at:

<https://aplikim.eppc.al>

You will be contacted only if your CV will be qualified.