

Job Description

POSITION DETAILS			
Functional Designation	Head Customer Experience	Department	Customer Service
Sub Department	Customer Service	HR Grade	VP
Location	Corporate Office	Reporting Manager	
Job Purpose			
The Head of Customer Experience will be responsible for leading and managing the customer service team to ensure exceptional customer experiences. This role involves developing and implementing strategies to enhance customer satisfaction, loyalty, and retention			
Principal Accountabilities			
<ul style="list-style-type: none">• Strategic Leadership: Develop and execute the customer experience strategy in alignment with the company's goals and objectives.• Team Management: Lead, mentor, and develop a high-performing customer service team.• Customer Satisfaction: Monitor and analyze customer feedback to identify areas for improvement and implement necessary changes.• Process Improvement: Streamline customer service processes to enhance efficiency and effectiveness.• Performance Metrics: Establish and track key performance indicators (KPIs) to measure the success of customer experience initiatives.• Cross-Functional Collaboration: Work closely with other departments, such as Sales, Marketing, and Product Development, to ensure a seamless customer experience.• Technology Integration: Leverage technology and tools to improve customer service delivery and support.• Compliance: Ensure all customer service activities comply with regulatory requirements and company policies.• Crisis Management: Handle escalated customer issues and complaints, providing timely and effective resolutions			
Desired Profile			
<ul style="list-style-type: none">• Education: Bachelor's degree in Business Administration, Marketing, or a related field. MBA preferred.• Experience: Minimum of 12-13 years of experience in customer service, with at least 5 years in a leadership role within the financial services industry.• Strong leadership and team management skills.• Excellent communication and interpersonal abilities.• Analytical mindset with the ability to interpret data and make data-driven decisions.• Proficiency in customer service software and tools.• In-depth knowledge of customer service principles and practices.• Ability to handle high-pressure situations and resolve conflicts effectively.			

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