

Job description

Role title	Customer Experience Manager (CEM)
Reporting to	UK & I Head of Customer Service
Role duration	Permanent

Purpose of the role

Responsibilities

The customer experience manager (CEM) is responsible for overseeing and enhancing the overall experience that customers have with ergéa. Their primary purpose is to ensure that every touchpoint along the customer journey is optimized to meet or exceed customer expectations, ultimately driving customer satisfaction and loyalty.

The CEM will play a pivotal role in helping ergéa succeed by implementing customer-centric strategies and initiatives. They will contribute to the growth of the business by identifying areas for improvement, refining processes, and enhancing brand reputation through exceptional customer interactions.

The role requires the ability to manage multiple internal and external stakeholders to keep the customer needs front and centre of requirements. Supporting developmental needs with customer services, operations, new business implementation and technical teams to ensure that requirements are commercially savvy whilst also delighting the customer.

Key Accountabilities

- Primary customer touchpoint for service related issues
- Supporting day to day service delivery processes, working closely with CCC, wider operational teams and external vendors
- Management, production and delivery of contract KPI's
- Managing customer satisfaction monitoring frameworks and using data to drive focus for engagement initiatives. Supporting positive NPS maintenance programmes by identifying detractors for conversion.
- Developing and implementing strategies to improve customer interactions across multiple touchpoints and channels
- Analyzing customer feedback, surveys, and data to identify customer pain points and different ways to improve the customer journey and create a positive experience
- Collaborating with cross-functional teams, such as marketing, sales, product development, and the customer service team, to align customer experience efforts with business goals and objectives
- Designing and implementing customer service standards and guidelines to ensure consistent and exceptional service delivery for building customer relations
- Training and educating staff on customer-centric approaches and best practices to foster a customer-focused culture throughout the organization
- Monitoring and measuring key performance indicators (KPIs) related to customer satisfaction, retention, and loyalty, providing regular reports and insights to senior management and stakeholders
- Interpreting customer feedback and managing internal continuous improvement plans to achieve best in-class service delivery processes and procedures

- Identify, record, manage and report on the risks associated with the Customer Experience work stream.

Capability Profile

- Excellent communication skills - you have strong verbal and written interpersonal and communication skills, which are used to effectively interact with customers, collaborate with internal teams, and convey ideas and feedback
- Analytical skills - part of the daily role includes analyzing customer data, feedback, and metrics to derive meaningful insights and make data-driven decisions to enhance the customer journey
- Customer service skills - you are experienced in placing the customer at the center of decision-making and continuously strive to exceed their expectations by staying on top of customer support and customer complaints, creating a powerful customer experience strategy
- Problem-solving skills - you can identify and address customer issues, resolve conflicts, and find creative solutions to pain points
- Leadership abilities - leadership qualities are essential to lead the customer experience team, driving consumer-centric initiatives, and influencing positive change within the organization
- Adaptability - you can proactively respond to evolving customer needs, industry trends, and shifting business dynamics
- Emotional intelligence - a high level of emotional intelligence enables you to navigate the emotions of both customers and team members, showing empathy when needed

Qualifications	Essential	Desirable
Customer Service NVQ Levels 1-4	✓	
Vocational certification/s such as ICS, CCXP, CXPA		✓
Skills and Experience	Essential	Desirable
Computer literate (Windows) to include Microsoft Office	✓	
Advanced Excel skills		✓
Proficiency in using customer experience tools and software such as customer feedback management systems, CRM platforms, and data analytics software.	✓	
Must be self-motivated with a 'can-do' attitude and ability to work and deliver under pressure	✓	
Excellent Influencing and negotiation skills	✓	
Strong interpersonal & communication skills	✓	
Strong aptitude for dealing with ambiguity	✓	
An understanding of DI/Biomedical/Endoscopy and/or other medical equipment and hospital working practices		✓
Asset management background		✓
People management skills: persuasion, negotiation and appropriate authoritative influence	✓	
Strong aptitude for dealing with ambiguity	✓	
Maturity, resilience and the ability to stay calm under pressure	✓	
Experience	Essential	Desirable

At least 5 years working with/for healthcare providers/suppliers	✓	
Account management to the NHS/Private sectors		✓
Previous field based positions		✓
Languages	Essential	Desirable
English	✓	

Mobility requirements

Role location	Field based - Nationwide
UK travel	Yes
International travel	If required for training

Other

Ergéa Quality Assurance and Environmental and Health & Safety
Comply with policies, and work to maintain a high standard of customer service and protect the safety and health of you, your colleagues, our customers and members of the public. Promptly raise any concerns regarding potential violations of the policies.

DBS - Disclosure & Barring Service disclosure (formally Criminal Records Bureau disclosure)
<u>A DBS Enhanced Disclosure is required for all applicants.</u>
The successful applicant must agree to an Enhanced Disclosure under the Disclosure Barring Service Records Bureau procedures. Employment will be offered to the successful applicant subject to a satisfactory Disclosure report.

ERGEA IS AN EQUAL OPPORTUNITIES EMPLOYER AND POSITIVELY ENCOURAGES APPLICATIONS FROM SUITABLY QUALIFIED AND ELIGIBLE CANDIDATES REGARDLESS OF SEX, RACE, DISABILITY, AGE, SEXUAL ORIENTATION, GENDER REASSIGNMENT, RELIGION OR BELIEF, MARITAL STATUS, OR PREGNANCY AND MATERNITY.