

Director of Client Experience

Overview

The Director of Client Experience will develop a comprehensive business retention strategy centered around relationships and maximizing value being delivered to the client. This role will need to deeply connect with clients while developing a quantitative system to monitor and address every facet of client satisfaction. This highly social individual will be the “life of the party” and ensure everyone is having fun.

This leadership position is responsible actively engaging our clients. You will be constantly looking for and applying new ways to help our clients grow their business and utilize the benefits we provide.

The position requires traveling and can be up to 50% during certain parts of the year.

The primary responsibility of the Director of Client Experience is to assure that current and new client needs are satisfied. This involves an ability to attentively manage the various clients in a manner that provides strong engagement.

- Responsible for developing and executing a business retention strategy
- Monitor schedules and ensure adequate client visitation/coverage
- Identify and develop individuals who can assume greater responsibilities
- Improve timing, quality, and delivery of weekly reporting across the department
- Establish benchmarks for determining individual success
- Recognize areas, capabilities, and services in need of improvement and influence change through interactions with employees and clients
- Establish a checklist consisting of various reasons for the visits
- Determine the client’s satisfaction levels from the point of view of these higher-level contacts
- Report back on the above and work within the team to develop a plan for stabilizing and/or improving the client experience
- Confirmation that development is in keeping with client expectations
- Arrange for on-going support of new products while identifying possible enhancements
- Monitor delivery of these new applications and software upgrades and work to influence a consistent delivery of quality releases on schedule

Qualification Requirements

- College degree or equivalent work experience
- Proven experience (10+ years) in consulting or promotional products is preferred
- Strong relationship builder
- Highly social with excellent listening skills
- Detail oriented and good investigative skills
- Must be able to multitask and remain organized
- Ability to maintain a professional relationship with multiple clients while being personable, to establish better lines of communication
- Sufficient public speaking skills
- Ability to maintain confidentiality
- Excellent written and verbal communication skills
- Strong organization, administrative and time management skills
- Strong collaborative and influencing skills
- Must be tech savvy, quick learner of online productivity tools
- Ability to break down complicated concepts into simple content for a variety of audiences
- Demonstrated leadership abilities
- Ability to travel up to 50%

Job Type: Full-time