



## JOB DESCRIPTION

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**Job Title:** Customer Engagement Manager

**Department:** Customer Service

**Reports To:** General Manager

**FLSA Classification:** Full time, Exempt

**Revision Date:** April 2024

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- **Position Summary:**

The Customer Engagement Manager will be responsible for overseeing and enhancing all aspects of the customer's journey to ensure exceptional satisfaction and loyalty. This role requires a strategic mindset, strong leadership abilities, and a deep understanding of customer needs and market trends. You will collaborate with various departments to develop and implement strategies that optimize the customer experience across all touchpoints.

- **Position Responsibilities: Essential**

- **Strategy Development:** Develop and implement a comprehensive customer experience strategy aligned with the Greer CPW's goals and objectives.
- **Customer Journey Mapping:** Analyze and map out the customer journey to identify pain points, opportunities for improvement, and successes.
- **Cross-Functional Collaboration:** Collaborate with operational, engineering, communication, finance, and administration departments to ensure a consistent and seamless customer experience.
- **Data Analysis:** Utilize data analytics tools to gather insights into customer behavior, preferences, and satisfaction levels, and use this information to drive decision-making.
- **Customer Feedback Management:** Implement systems and processes to collect, analyze, and act upon customer feedback effectively.
- **Performance Monitoring:** Establish KPI's and metrics to measure the success of customer experience initiatives and track progress over time.
- **Team Leadership:** Build and lead a high-performing customer experience team, providing guidance, support, and mentorship to team members.
- **Innovation and Continuous Improvement:** Stay informed about industry best practices and emerging trends in customer experience management, and proactively identify opportunities for innovation and improvement.
- **Stakeholder Engagement:** Communicate regularly with senior leadership and other stakeholders to provide updates on customer experience initiatives, share insights, and solicit feedback.
- **Culture of Customer Importance:** Foster a department wide culture that prioritizes customer satisfaction and encourages all employees to take ownership of the customer experience.
- **Wear necessary protective equipment and exercise extreme safety in tool, equipment and vehicle operations.**
- **Understand and observe all safety rules and regulations.**
- **Complete CPR and first aid courses and keep certificate current.**

**THIS DOCUMENT DOES NOT CREATE AN EXPRESSED OR IMPLIED CONTRACT OF EMPLOYMENT OR ALTER YOUR AT-WILL EMPLOYMENT.**

- **Position Responsibilities: Other**

- Other duties as assigned.

- **Essential Skills and Experience:**

- BS degree in Business Administration, marketing or a closely related field.
- Minimum of 6 years of leadership experience, with a proven track record of success in customer experience or related role
- Valid South Carolina Driver's License required.
- Strategic thinking and problem-solving abilities, with a focus on driving results and continuous improvement. Must have knowledge and understanding of appropriate safety procedures and be able to respond in emergency situations.
- Experience in implementing customer engagement management systems and technologies.
- Passion for customer satisfaction and a deep understanding of customers' needs and behaviors.
- Ability to thrive in a fast-paced, dynamic environment and lead change effectively.
- Excellent analytical skills and a data driven approach to decision-making, attention to detail and sense of urgency, ability to prioritize with an emphasis on quality and accuracy of work.
- Strong communication and interpersonal skills, with the ability to influence and collaborate effectively at all levels of the organization.

- **Beneficial Skills and Experience:**

- Knowledge of practical finance, collections law and techniques.
- Fluency in Spanish.

- **Mental and Physical Demands (per ADA guidelines):**

**Physical Demands Lift/Carry**

Stand - O (Occasionally)

Walk - O (Occasionally)

Sit - F (Frequently)

Handling / Fingering - C (Constantly)

Reach Outward - O (Occasionally)

Reach Above Shoulder - O (Occasionally)

Climb - N (Not Applicable)

Crawl - N (Not Applicable)

Squat or Kneel - O (Occasionally)

Bend - O (Occasionally)

Driving – N (Not Applicable)

**Lifting**

10 lbs or less - C (Constantly)

11-20 lbs - O (Occasionally)

21-50 lbs - N (Not Applicable)

51-100 lbs - N (Not Applicable)

Over 100 lbs - N (Not Applicable)

**Push/Pull**

12 lbs or less - O (Occasionally)

13-25 lbs - N (Not Applicable)

**N (Not Applicable)** Activity is not applicable to this occupation.

**O (Occasionally)** Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)

**F (Frequently)** Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)

**C (Constantly)** Occupation requires this activity more than 66% of the time (5.5+ hrs/day)

*The Company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment nor does it alter your at-will employment, and the Company reserves the right to change this job description and/or assign tasks for the employee to perform, as the Company may deem appropriate.*

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Print Employee Name

Employee Signature

Date Signed

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Print Manager Name

Manager Signature

Date Signed