



Customer Experience Manager

Date: 5/8/20

Location: San Diego County

POSITION: Customer Experience Manager

POSITION SUMMARY:

The Customer Experience Manager is a rockstar people-person, who is fully responsible for the performance and achievements of the Customer Experience team.

WHY SOAPY JOE'S?

We're not just a car wash, we're driven to clean cars, protect the environment and shine in our communities. We are invested in creating opportunities, inspiring development, and bringing dynamic servant-leaders into our company that will take care of our team and our members. If you love to win, care about people, and you're not afraid to roll up your sleeves and get to work, you will be in great company with us. Culture is vital to our success and we are looking for new team members that connect to our values and want to see our culture thrive.

Our core values are:

- **Build community:** we love our neighbors and create an atmosphere where everyone is welcome
- **Lead with heart:** we create trust and respect through listening, positive words and actions
- **Create fans:** we impress customers with a great experience defined by positivity and helpfulness
- **Do the right thing:** we operate with honesty and integrity – even when no one's looking
- **Be proud:** we're proud of our quality services and clean sites, but most of all, we're proud of our team
- **Have fun:** we believe creative solutions and genuine connections happen when you're having fun
- **Keep learning:** we take learning as seriously as we take having fun, which means we do it all the time!

If these values resonate with you and you would like to be a part of this team keep reading!

YOU ARE:

You are passionate about customer experience. Your last thought before you drift off to sleep is probably about how to wow customers from a new angle, grow your team...or the latest binge worthy show to stream. You approach problems from a strategic, solution-orientated mindset, seeking input from your peers, and then putting a plan in place. The intersection of technology and person-to-person communication excites you. You typically start projects without being directed. You thrive by leveraging your unique personality to solve problems.

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WHAT YOU'LL GET TO DO:

You have complete ownership of the Customer Experience team. You will use your experience and passion for people to develop and lead the team enabling them to focus on delivering a best in class experience that keeps our members coming back. Active coaching, roleplaying and mentoring are part of the gig. You will leverage technology (Zendesk, CRM, Power BI, cloud telephony) to empower the team to engage with our members in every channel (email, phone, chat, website, in-person). You will build smart workflows that reduce repetitive tasks, create transparency and consistency, and impact customers in a positive way. Building training, scripts, and documentation will solidify your legacy. You will collaborate with Senior Leadership and Marketing to enact a strategy to save and upsell members. Lastly, you will leverage your storytelling abilities to provide analysis to key stakeholders based on membership experience data from multiple sources.

ADDITIONAL RESPONSIBILITIES:

- Manage a team of Customer Support Agents executing in-bound and out-bound customer service activities including issue resolution, account management, data entry, claims and selling over phone, email, chat and other platforms.
- Manage a consistent and efficient operation of all Customer Service processes and systems.
- Proactively mentor, coach and inspire team to excel; develop bench strength for promotion opportunities.
- Develop KPIs, and daily operational tracking of performance, taking immediate action to correct shortfalls.
- Conceive, develop and produce reports on relevant team statistics, membership statistics, issues and outcomes using customer engagement and BI platforms.
- Develop classification systems and data architecture to accurately reflect customer trends, and provide recommendations.
- Identify and take ownership of customer care issues and see through to resolution. Provide analysis to support findings.
- Own customer management platforms, optimize workflows, and drive critical operations such as processing memberships, refunds, cross-selling and up-selling.
- Become a hands-on expert on products and systems such as point of sale (POS), CRM, telephony, rewards, perks, reviews, BI tools, and act as subject matter expert for daily team needs.
- Act as subject matter expert on POS architecture, SKU library, promo codes, reports, and facilitate new or project-based requests.
- Actively manage online reviews and responses, providing actionable insights on customers, emerging trends and operational issues.

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- Resolve customer complaints by working with marketing, operations and finance teams to determine best course of action
- Author Customer Care scripts, macros, training documents and other Customer Service materials to align with company goals.
- Own and develop help articles for Customer Service, working with Learning and Development, and Marketing as needed.
- Contribute to membership experience and loyalty programs in coordination with Marketing and Field Operations teams.
- Act as point of contact for escalated, complex customer issues
- Confer with customers by phone, email, chat and answer in a timely, efficient, professional and knowledgeable manner, contributing directly as needed.
- Conduct follow-up customer satisfaction surveys.

WHAT YOU'LL NEED:

- Bachelor's Degree in Business, Marketing or other relevant field required.
- 8+ years customer service experience, with a minimum of 5-years managerial experience in a similar call-center role required.
- 5+ years hands-on experience and expert-level aptitude with CRMs or customer service software and databases (such as Zendesk, Salesforce, Microsoft Dynamics, Sugar, Hubspot, or similar)
- Passionate about ensuring a positive customer experience
- Excellent communication skills, both written and verbal
- Proven experience in coaching, developing and scaling teams
- Strong people and process management experience
- Proven experience in resolving customer complaints
- Knowledge of legal documentation such as promotional Terms and Conditions, membership agreements and liability preferred
- Ability to work a flexible schedule 7am-9pm including weekends when needed

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