	<b>Customer Success Manager</b>  <b>Job Description</b>		<b>Document Number:</b>  JD-CXD-02.01
	<b>Department:</b> Customer Experience	<b>Effective Date:</b> January 19, 2022	<b>Revision No</b> 1

## I Reason for Existence

The Customer Success Manager plans, coordinates, and controls the activities of the Customer Experience Department to meet its organizational and operational objectives. The person is responsible in ensuring that the existing company and department's policies and procedures are adhered to.


## II Duties and Responsibilities

1. Develop and implement Customer Experience policies and procedures through meetings and consultations to meet the company's objectives and to satisfy internal and external customers.
2. Generate KPI reports, monitor and ensure that targets are achieved by monitoring compliance on the established policies and procedures as well as updating processes based on the improvements generated from the review and actual implementation to meet customer requirements.
3. Plan, prioritize and coordinate activities of the Customer Experience team by delegating work task to direct reports to ensure proper functioning of the department.
4. Handle complex and escalated Customer Experience issues not resolved by Customer Success Advisor by providing prompt and sound action plan/s to resolve and address customer complaints.

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5. Conduct Performance Management by evaluating and discussing Key Performance Indicators (KPI) results to direct reports and come up with action plan to improve team's performance.
6. Identify, analyze and implement strategies by checking industry trends, competitors update and benchmarking on best practices to improve productivity and quality service of the team.
7. Recommend and initiate the selection and hiring of new employees by conducting paper screen and interviews to ensure that job specifications are met.
8. Identify and address staff training and coaching needs by doing a scheduled one-on-one session using coaching log sheet or key incident journal to ensure that direct reports are highly motivated, engaged and enthusiastic in delivering service to our customers.
9. Outline and plan developmental objective and career goals of direct reports by identifying knowledge, skills and abilities to pursue and selecting training and developmental activities needed.
10. Guide, discipline and terminate (if necessary) customer service by discussing job description, policies and procedures, table of discipline and KPIs to ensure adherence and understanding in execution of common goal.

### III Duties and Responsibilities

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1. Graduate of a 4-year business course.
2. Four to five years related functional experience on the position with the same Job descriptions.
3. At least three (3) years supervisory experience.
4. Proficient in MS Office tools.
5. Good oral and written communication skills.
6. Excellent customer and problem solving skills with and attention to details.
7. Strong ability in training, motivating and coaching.
8. Excellent leadership skills and should be able to drive change.
9. Presentation and organizing skills.
10. Flexibility and stress tolerance.

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