

	Customer Success Advisor Job Description		Document Number: JD-CXD-02.04
	Department: Customer Experience	Effective Date: January 19, 2022	Revision No 1

I Reason for Existence

Under the close supervision of the Customer Success Manager, plays a key part in coordinating with other departments to resolve issues. The person is responsible for the smooth running of Customer Experience operation and ensures that the company's policies and procedures are adhered to. The person is responsible for the supervision of the Customer Experience Specialists.

II Duties and Responsibilities

1. Supervise the Customer Experience Specialists by monitoring their daily activities through call log sheet, cargo status reports, telemarketing & booking solicitation reports and huddle time to adhere to the company's policies and procedures to ensure delivery of our service to our customers.
2. Improve the Customer Experience team by addressing the consolidated feedbacks received from internal & external customers and recommend action plans for implementation.
3. Recommend process improvements and develop policy statements to be used as guide to Customer Experience team in delivering service to customers.
4. Develop and plan manpower complement and work schedule by assessing current manpower pool and work load to ensure service continuity to our customers.
5. Handle unresolved issues escalated by Customer Experience Specialists by providing quick and sound action plan/s to resolve and address customer complaints.

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6. Do regular coaching & mentoring program to Customer Experience Specialists by doing a scheduled one-on-one session using coaching log sheet or journal to ensure that customer service representative is highly motivated, engaged and enthusiastic in delivering service to our customers.
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. Train and orient new hires by conducting product knowledge & process flow orientation and actual on-the-job immersion to equip them with the necessary knowledge and skills prior to actual customer interaction.
9. Conduct Performance Management by evaluating and discussing Key Performance Indicators (KPI) results to customer service representative and come up with action plans to improve team performance.
10. Monitor & control department supplies and ensure that stock level is sufficient and submit requisition to Material Management Department (MMD) on time for replenishment.
11. Perform any other function as assigned by his/her immediate leader.

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III Minimum Qualifications

1. Graduate of any 4-year course.
2. Maximum of three (3) years' experience in customer service.
3. Excellent in both oral and written communication.
4. Knowledgeable of principles and practices of good customer relations and complaints resolution.
5. Strong data analysis and problem solving skills.
6. Good leadership & motivational skills.
7. Proficient in MS Office tools.

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