	Customer Success Advisor		Document Number: JD-CXD-02.06
	Job Description		
	Department: Global - Customer Experience	Effective Date: July 21, 2022	Revision No 1

I Reason for Existence

Under the close supervision of the Customer Success Manager or Area Manager, plays the key part in coordinating with other departments to resolve issues. The person is responsible in the smooth running of Customer Experience department and ensures the company policies and procedures are adhered to. The person is responsible for the supervision of the Customer Experience Specialist.


II Duties and Responsibilities

1. Supervise the Customer Experience Specialist by monitoring their daily activities through emails and CX weekly report and huddle time 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 statement 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 Specialist by providing quick and sound action plan/s to resolve and address customer complaints.
6. Recommend and initiate the selection and hiring of new employees by conducting paper screen and interviews to ensure that job specifications are met.

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7. 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.
8. Conduct Performance Management by evaluating and discussing key performance Indicator (KPI) results to Customer Experience Specialist and come up with action plans to improve team performance.
9. Perform any other function as assigned by his/ her immediate leader.

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 practice of good customer relations and complains resolution
5. Strong data analysis and problem-solving skills
6. Good leadership & motivational skills
7. Proficient in MS office tools

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