



JOB TITLE: Customer Experience Manager

WHO WE ARE

SaverLife is a national nonprofit helping working families achieve prosperity through savings. As the nation's leading microsavings provider, EARN designs and launches financial technology tools that create financial stability for America's most economically vulnerable populations. EARN's ultimate vision is that well-informed American households will achieve financial success through proven strategies, fair public policy and their own hard work.

CUSTOMER EXPERIENCE MANAGER

Reporting to the Head of Product, EARN's Customer Experience Manager is responsible for continuously improving the customer experience by evaluating website traffic, conversions, and data analytics and conducting research to determine the customers' needs and how to best meet them. The goal of the Customer Experience Manager is to optimize interactions from the customer's perspective and foster customer engagement. The person in this role will be an advocate for the overall customer experience while aligning with business goals and objectives and balancing creative thinking with interpersonal skills.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Customer Experience

- Gather customer insights from Zendesk, Google Analytics, and other tools to identify trends and advocate for high-impact solutions across the organization
- Leverage data and insights to inform new features and services
- Identify opportunities to improve speed, quality, efficiency, effectiveness, and customer experience
- Continually review and develop our data collection processes to track, oversee, and organize every interaction between the customer and SaverLife
- Improve the quality of the SaverLife site experience
- Identify root causes to common or high-impact customer problems and work with teams across the organization to fix them
- Advocate for customers internally
- Represent members' voices throughout the organization to inform our product, communications, outreach, and marketing efforts

Team Collaboration

- Efficiently execute customer support requests across email, phone, chat, text, and social while improving average response time and productivity KPIs
- Strategically guide customer experience escalations
- Provide continual evaluation of processes and procedures and suggest methods to improve customer experience operations, efficiency, and service
- Execute your recommendations from start to finish, including: creating a budget to implementing timelines, aligning stakeholders, testing ideas, executing and measuring results
- Actively support other EARN teams in achieving mission-critical deliverables
- Assist in identifying and contacting clients for testimonials or interviews

SUPERVISORY RESPONSIBILITIES: This position supervises Customer Experience Associates.

WHO YOU ARE

- At your core, you are a data-driven, analytical problem solver, capable of solving problems with new solutions
- You are action-oriented, stay focused on the goal you're trying to achieve, and act with urgency to achieve it
- You want to do right by our members to provide a scalable, world-class customer experience

WHAT YOU BRING

- Superior customer service skills, exhibiting politeness, patience, and an empathy for a diverse community of members
- Graceful under pressure
- Highly collaborative
- Desire to identify and fix problems
- Strong attention to detail and excellent time management and organizational skills
- Excellent verbal, written, and presentation communication skills
- Ability to work independently in a fast-paced changing environment
- Ability to maintain client confidentiality
- Ability to work evenings and occasional weekends as necessary

QUALIFICATIONS

- 2+ years of customer support, preferably in a technology environment
- Proficiency with Google Analytics or Google Tag Manager
- Proficiency with Microsoft Office Products, G Suite
- Zendesk or other ticketing software experience a plus
- SQL is a plus
- Fluent in Spanish is a plus
- Commitment to EARN's mission and compassion for those EARN serves

OUR OFFER AND COMMITMENT

The salary and benefits package for this position is competitive.

EARN values diversity in our workplace and encourage people of color, women, people with disabilities, people who are lesbian, gay, bisexual, or transgender, and anyone belonging to any other federal or state protected category to apply for this position.

YOUR NEXT STEP

If this opportunity sounds like it's for you, please submit a cover letter and resume to jobs@earn.org by April 12, 2019. If you are not sure if this opportunity is for you, are simply curious, or know someone who would be perfect, please email us.