

**Position Profile:**

The Customer Experience Manager focuses on all aspects of customer satisfaction and care as well as the supervision of our dedicated Customer Experience Team. The Customer Experience Manager ensures the Customer Experience Specialists are providing CURiO Brand standards of service and offering customers unique solutions to complaints or concerns and fostering positive relationships. This position is responsible for ensuring the team is improving brand engagement, customer experience and loyalty. The Customer Experience Manager will also have strength in operational customer service- working cross departmentally to facilitate accurate reporting and system functionality. The Customer Experience Manager has direct reports that consist of any of the following positions: Sr. Customer Experience Specialist, Customer Experience Specialist, or other similarly assigned roles.

**Work Responsibilities:****Oversee Customer Support:**

- Provide guidance and clarity on general questions for wholesale and/or retail consumers including store referrals, product information, product availability, pricing, order status, new product information and a history of the Curio Brands via phone, mail, or email
- Ensure team members are owning their Salesforce cases from receipt to resolution
- Guarantee members are crafting clear and concise responses to all email inquiries
- Collaborate with other departments to solve issues with accounts and/or individual sales orders
- Manage the investigation and processing of order discrepancies including exchanges, returns, and credits, with documentation through Curio's RMA process
- Ensure team members are maintaining accuracy of current accounts for Sales Reps, Wholesale and Retail customers
- Ensure team members supply requested documentation for Wholesale and Retail customers
- Ensure team members monitor and resolve UPS claims
- Collaborate with the Sr. Customer Experience Specialist Set-up, train and assist new Sales Representative in all Curio systems, order history, product information, policies and CurioBrands.com

**Oversee Order Processing:**

- Enforce sales policies, such as order minimums, tax ID collection, and payment management
- Collaborate with other teams for processing sample requests for showrooms, sales reps, wholesale accounts, and brochure requests for consumers
- Offer support in the organization and management all out of territory Tradeshow Wholesale orders

**Other Responsibilities:**

- Improve customer service quality results by studying, evaluating, and re-designing processes.
- Establish and communicate service metrics; monitor and analyze results; implement changes.
- Document Customer Service processes and coordinate, create, update and test job-related standard operating procedures.
- Monitor product inventory and supplies in the customer service department.
- Ownership and management of AirCall, and Salesforce platforms
- Main point of contact for any 3<sup>rd</sup> party support

**Staff Management:** Responsible for providing leadership to the team and ensuring that the team has the talent, resources, and readiness to meet team goals as well as ensuring maximum productivity and performance. Models CURiO Cornerstones and uses cornerstones framework in decision making.

- Effectively manage a multi-locational team under a fast pace and constantly changing circumstances.
- Hire, train and develop team, ensuring that each employee has a clear and thorough understanding of their role and responsibilities.
- Effectively orient new hires to CURiO culture, structure and specific role and responsibilities, ensuring a positive and productive employee experience.

- Utilize the company's performance management program as designed to align individual performance to overall performance objectives. Provide ongoing performance feedback. Identify and take appropriate action for non-performance.
- Guide and coach direct reports to produce business results by working collaboratively within and among cross-functional teams.
- Support employee development, offering opportunities for expansion of skills and capabilities to prepare for career growth.
- Ensure all CURiO communication is disseminated to the team in a positive and timely manner.
- Administer all internal policies and procedures in accordance with company, human resources, budgetary, and finance guidelines. Ensure accuracy of staff data records.

#### **General Responsibilities:**

- Supports CURiO Cornerstones and strives for individual leadership by using cornerstone behaviors in the workplace and in daily decision making.
- Follows all policies and procedures of the company. Works cooperatively with all departments, maintaining a positive work atmosphere by acting and communicating in a manner that promotes cooperation with co-workers, supervisors, and managers.
- Actively seek individual development through taking advantage of opportunities for skill enhancement. I Keep up to date with the latest best practices, trends, concepts, and regulations in the specific job area.
- Manage time effectively, meet personal goals and work effectively with other members of the team to meet CURiO goals.
- Follows all safety guidelines and polices. Makes supervisor/manager immediately aware of any observed safety issue. Keeps work area clean, safe, and organized.

Position requires extended work hours as necessary to meet seasonal deadlines. Performs other work as assigned.

#### **Minimum Qualifications**

- Bachelor's Degree or equivalent
- Minimum of five years' work experience in a sales support role
- Three years' experience effectively managing, supervising, and coaching staff in a customer service environment

#### **Computer and/or software qualifications:**

- Basic level of proficiency in Microsoft Excel, Word, Outlook
- Previous experience in CRM system management

#### **Core Competencies:**

- Strong and professional communication and correspondence skills.
- Ability to effectively handle difficult people through de-escalation techniques.
- Ability to handle difficult and stressful situations with professional composure.
- Ability to listen and interpret from customer conversations.
- Ability to analyze complex information and develop plans to address identified issues.
- Ability to quickly make sense of, combine, and organize information into meaningful patterns.
- Skill in mediation and dispute resolution.
- Strong attention to detail with ability to organize and prioritize multiple tasks and ensure on-time completion in a fast-paced environment.
- Ability to develop, interpret, and evaluate policies and procedures.
- Ability to build a collaborative team, establishing goals and objectives that support the strategic plan.
- Ability to effectively plan and delegate the work of others.
- Ability to process, maintain and protect company confidential/proprietary information

**Travel Requirement:** Less than 5%

**Working Environment and Physical Demands:**

- General office environment: Works generally at a desk in a well-lit, air-conditioned cubicle/office, with moderate noise levels.
- Ability to sit for hours at a time, viewing computer monitor on a constant basis. Some walking and standing relative to interaction with other personnel.
- Occasionally required to lift and/or move items weighing 10 – 15 pounds.
- Occasional exposure to dusty and fragrant conditions, varying temperature levels, work near moving mechanical parts, and high noise environments is possible.

*\*\* Note: This job description does not restrict CURiO's right to assign or reassign duties or responsibilities to this job at any time. This document does not create an employment contract, implied or otherwise. It does not alter the "at will" employment relationship between the company and the employee.*