



building a better future

Customer Experience Improvement Manager Europe

Interim (umowa na zastępstwo)

Place of work: Krakowiaków 46, Warsaw (The Park Warsaw)



Role description

- Reporting to the Customer Experience Director for EMEAA (Europe, Middle East, Asia, and Africa) you will be setting and driving the strategy to ensure a customer centric culture and effectiveness of our continuous improvement processes to provide a superior customer experience hands in hands with the operational areas.
- You will be leading the Customer Experience Improvement team across Europe with team members present in our main locations in Europe and coordinate with our operations in AMEA.

➤ Main missions

1. Voice of the customer

Drive our “Voice of the Customer” program, orchestrate continuous improvement actions based on the feedback management cycle, influence stakeholders and make internal synergies to communicate and showcase customer experience metrics and developments.

- Own the Customer Feedback Management and Project Management platforms and tools and support users to use them.
- Define and supervise the strategy and processes for feedback management channels, such as: Customer Satisfaction – NPS, Internal Customer Survey, CEMEX Go Satisfaction Survey, Transactional Surveys, Google Reviews, IVR, CJE, etc.
- Ensure a strong Close the Loop Process (CLP) with our customers when they provide feedback.
- Develop and manage new feedback sources and incorporate them into feedback management and closing the loop cycles.

2. Continuous improvement

- Be a Customer Experience Expert: understand VOC programs, CEMEX service delivery model & customers journey, service manifesto, case management, value proposition processes etc.
- Provide visibility on customer feedback and survey results to all stakeholders.
- Provide analysis of results and customer Insights / Journey pain points based on funneled customer feedback, operational data, and external research.
- Ensure good execution and efficiency of quarterly “National Customer Experience committees” for all countries and Business Lines in EMEAA
- Supervise development of reports and behavioral analysis, establish knowledge transfer agenda, and facilitate data-driven decisions.

3. Culture

- Foster awareness and reinforce the Customer Centric Culture at CEMEX
- Supervise global and regional CEx programs and projects, such as: Superior Customer Experience Awards, Customer Experience Day etc.
- Ensure internal and external communication in the field of Customer Experience through platforms such as: SharePoint Hub, Yammer, e-mail (Eloqua), events and webinars,
- Promote our actions and feedback-based improvements to customers.
- Share best practices and initiatives across the organization.
- Support development of innovative initiatives related to Customer Experience, digitalization, and our Service Delivery Model.

4. Regional & Global coordination

- Ensure execution of the regional strategy across all countries in EMEAA.
- Ensure continuous knowledge and initiatives sharing across the region.
- Participate in meetings and forum with Customer Engagement & Customer Centricity Culture Global Track, and Operations or other functional areas.
- Collaborate closely with global team in Mexico and other regional CEx leaders, regional and national business, and operations to support Customer Experience Improvement Programs.
- Analyze Global guidelines and requests and ensure proper prioritization and integration while fitting strategic regional goals.



Profile

- English fluent
- Experience in managing an international team.
- Higher education (preferred majors - Management, Marketing, Economics)
- Experience with qualitative, quantitative and customer & user-centric methodologies, in-depth interviews, research design etc.
- Experience in working with data, analyzes and strategic recommendations.
- Experience in coordinating projects and workshops
- Experience in the areas of process optimization and project management
- Very good knowledge of MS Office programs (including Excel)



Interpersonal expectations

- Highly developed interpersonal and communication skills - ability to work in a multicultural team, providing psychological safety and promote continuous feedback.
- Organizational skills and autonomy - ability to plan, manage time and carry out tasks in accordance with the set goals.

- Strategic thinking to advise and recommend action plans based on expertise and business knowledge.
- Networking abilities to support autonomy in the role, and ability to convey the messages & strategy and influence the right stakeholders to make projects and initiatives move at the desired pace.
- Creativity and proactivity to propose actions and improvements initiatives.
- Goal-oriented, with a growth mindset and inclusive leadership skills.
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Jeżeli czujesz, że ta praca jest dla Ciebie, kliknij

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