

Customer Experience Officer

Job ID: A003

Job Description

Responsible for efficient management of the customer life cycle to meet company's objectives of profitability, customer success and stakeholder experience.

Roles and Responsibilities:

- **Customer Relationship Management:**
 - In consultation with the Directors, implement an effective customer relationship management system to foster customer loyalty
 - Oversee the day to day customer operations to ensure delightful customer experience at all stages of the customer engagement
 - Assist the Directors in establishing coordination with the internal teams to deliver seamless customer service
- **Marketing and Sales Support:**
 - Provide marketing and sales support to the Directors and Practice Managers as needed
 - Generate excitement about the company and its offerings through web, social media and personal interactions
 - Contribute to business research and produce engaging collaterals to deliver differentiating customer experience
- **Partner Relationship Management:**
 - Assist the Directors and Practice Managers in establishing value generating business partnerships
 - Oversee the day to day partner operations to ensure fruitful partner experience
- **Team Support:**
 - Assist the Directors in creating synergistic team environment across the organisation
 - Liaise with the internal teams to understand their concerns, ideas and training needs and proactively communicate them with the Directors

Desirable Qualification:

- Demonstrated experience and education in Customer Engagement, Marketing and PR
- Strong knowledge of emerging customer engagement channels
- Energetic collaborator, influential communicator and technology savvy

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