



Job Description

Job Title: Client Advocacy Manager

Department: Client Services

Reports To: Chief Customer Officer

Seniority Level: Senior-level

Employment Type: Full-time

SUMMARY

6Connex has an exciting opportunity for a **Client Advocacy Manager (CAM)**. The CAM is a critical customer service role within the Client Service Delivery organization, working internally with Services, Sales, Engineering and Technical Support, as well as externally with Customers. The main responsibilities of an CAM are to bring order, structure, and focused management attention to customers' critical problems in order to gain complete customer satisfaction. They analyze the current situation and determine the severity of issues while identifying other customers that may be impacted. The CAM coordinates and drives issues to resolution, provides timely and accurate internal and customer updates and informs senior management on the important details of the customer relationship status. They create Incident Reports and Monthly Incident Summaries on new issues received, those that were resolved and resolutions that remain open. The CAM also takes the lead in gathering insights and data to support the entire customer journey analysis and design. They will design ongoing satisfaction surveys, work with large sets of data, build metrics and business cases to increase the overall customer experience. The CAM is an analytical-driven team player who will lead cross-organizational continuous improvement initiatives.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Drive internal and external communication to ensure on-going updates on the resolution process.
- Escalation point of contact for Technical Support, internal departments and customers.
- Responsible for major incident escalations – coordinate resolution and always close the loop. Direct the troubleshooting activities and engage other support or services teams as required.
- Generate service incident metrics on a monthly base and identify trends and recommendations for incident reduction.
- Coordinate the major incident reviews and lessons learned, communicate resulting actions and provide constructive feedback to the management team for process improvements.
- Moderate monthly Escalations & Incident review meetings
- Analyze escalation volumes and root causes. Meet regularly with Service Delivery / support teams to highlight issues with process, performance, tools and stakeholder expectations.
- Extract and analyze data from various sources and draw actionable insights to enable problems solving and decision making.
- Apply a mix of qualitative and quantitative analysis techniques to produce insights that help the business improve all aspects of the customer experience.

- Own your research findings and present them to stakeholders and key decision makers ensuring the delivery of clear messages that the business can act upon.
- Drive accountability across all touchpoints for consistent customer experiences.
- Inspect and measure customer experience performance and lead cross-company discussions to drive meaningful changes and actions.
- Identify key customer trends, issues and opportunities and assist in formulating strategies to improve customer experience.
- Provide weekly and monthly customer insight to the executive team.
- Improve analytical tools to facilitate a world-class customer experience.

QUALIFICATIONS AND REQUIREMENTS

- Knowledge of CRM systems and business processes.
- Demonstrated dedication and passion to customer satisfaction and process improvement.
- Ability to establish and maintain strong relationships with a variety of internal roles from technical contributors to senior management.
- Excellent written and verbal communication skills.
- Strong negotiation and objection handling skills.
- Strong analytical and problem-solving skills.
- Ability to effectively manage crisis situations.
- Ability to manage customer expectations clearly, concisely, and in summary format.
- Understanding of cross-functional relationships and processes critical to driving issue resolution.
- Ability to effectively lead and work with cross-functional teams for complaint investigation, root cause analysis, identification and implementation of corrective/preventative actions
- Bachelor's degree in a quantitative and social science subject or similar.
- Expert in customer experience analysis with previous experience across multiple products, verticals or brands.
- Excellent presentation skills and comfortable presenting to a broad audience of stakeholders.
- Good understanding of the customer life cycle, customer satisfaction metrics and how to develop customer performance across the organization.
- Experience of working with a matrix of operational teams to develop collaborative solutions.
- Self-starter, energetic and enthusiastic.
- Customer research experience in questionnaire design and documentation.
- Ideal candidates will have a proven track record in escalation management plus least 5 years of experience in Customer Relationship and/or Account Management, plus one or more of the following areas: Technical Support services delivery, Technical Sales Support.

LOCATION

This position is remote; however, you should be located in a US time zone. We offer competitive compensation, great career growth potential and competitive benefits.