

Job Description – Customer Experience Head

Company Profile

Smartworks is India's largest agile workspace, with a footprint of 2 million sq. ft. across 20 locations in 9 cities catering to more than 300 organizations across large enterprises, SME's, unicorn startups.

Founded in April 2016, Smartworks is reinventing enterprise workspace to become the best agile workspace experience provider across the globe.

Job brief

.To work closely with the CEO and respective business heads particularly member experience across all our centres and is responsible to Improve overall experience at the workplace by ensuring the quality of service delivery, building a strong culture.

Responsibilities include:

- Responsible for enriched Customer Experience and improve the overall happiness at the workplace focusing on Customer Relations and member retention at existing centres.
- Draw out basic operating standards across café, blue-collar staff, front end associates, any client facing executives to ensure standard high-quality customer experience across all our centres
- Analysing the level of happiness in the workplace and to ensure high quality of service delivery and Operations, using a combination of data analysis, innovation, processes, and strategies.
- Execute business-wide initiatives - Define project plans, assemble resources, manage implementation activities, and develop hybrid (standardised/customised) processes associated with customer experience program rollout and ongoing support.
- Starting with the Customer and working backwards, to build innovative tools, designs, processes, and programs to support the rapidly changing business environment while maintaining an exceptional customer experience.
- Create a collaborative environment among our members through exciting events and partnerships
- As an advocate for the customer ensures customer satisfaction with all touch points within the workplaces and team member/ customer interaction.
- Generating creative ideas for boosting customer happiness (this may involve redesigning the working space)
- Identify new opportunities - Partner with the cross-functional business teams and CS Operations across India

Desired Skills/ Qualification

- Post Graduate with 10 + years' experience in the relevant domain.
- Excellent people managing skills
- Proven track record of mitigating gaps and increasing organizational efficiency.
- Proven ability to work collaboratively with others.
- Analytical and problem-solving skills
- Extremely strong communication and writing skills
- A leader with a proactive approach
- Excellent analytical and reporting skills
- A hustler with an interesting life story

