

SCHEME OF DUTIES FOR CUSTOMER EXPERIENCE COORDINATOR ON CONTRACT

POST	CUSTOMER EXPERIENCE COORDINATOR (On Contract)
QUALIFICATION	<ul style="list-style-type: none"> (i) Higher School Certificate with two (2) subjects at Principal Level or an equivalent qualification acceptable to the Board. (ii) A minimum of three year's experience in customer experience/public relations/call centre.
SKILLS & COMPETENCIES	<ul style="list-style-type: none"> 1. Empathy 2. Leadership skills 3. Effective written and oral communication skills 4. Creative and analytic 5. Team player 6. Team management 7. Accountability 8. Computer literate 9. Emotional Intelligence 10. Time management 11. Positive attitudes towards consumers and team members 12. Effective reporting 13. Result driven 14. Active Listening skills 15. Problem Solving attitude 16. Able to work under pressure
SALARY	Rs 23,025 monthly + salary compensation + attendance bonus
HOURS OF WORK	The Customer Experience Coordinator will be required to work on a roster basis including weekends, public holidays and officially declared cyclone days.
REPORTING LINE	Head of Customer Experience or any other officer as designated by Management.
ROLE AND RESPONSIBILITY	The Customer Experience Coordinator will organise, plan, and monitor the company's customer experience service center to ensure optimised interaction between the CWA and its consumers.
DUTIES	<ul style="list-style-type: none"> 1. To develop and implement strategies useful in improving customer relationship, dedication, and satisfaction. 2. To oversee the hiring, orienting, and training of the customer experience team. 3. To Define and implement standards/procedures for ensuring optimal customer experience. 4. To conduct surveys to gather information on customer opinion of rendered services.

5. To prepare and manage annual budgets in achieving set objectives and goals.
6. To supervise the activities of the customer experience team to ensure their interaction with customers reflect positively on the organisation.
7. To design of scripts to ensure that the customer agent communicates in a professional manner in diverse case scenarios.
8. To conduct studies and research to discover new techniques necessary for improving customer experience.
9. To preparation of reports to ensure proper daily monitoring of water tankers and complaints.
10. To act as intermediary to top management in case of major issues.
11. To deal with difficult customers to maintain the positive image of the organization.
12. To utilise social media platforms in reaching out to customers to help resolve issues and provide quick response to inquiries.
13. To monitor the activities of the customer service team to ensure compliance with acceptable standards of customer service.
14. To utilise customer relationship management (CRM) tools in coordinating and monitoring customer experience operations.
15. To define key performance indicators for the department.
16. To use ICT in the performance of his duties.
17. To perform such other duties directly related to the main duties listed above or related to the delivery of the output and results expected from the Customer Experience Coordinator in the role ascribed to him.

Approved by CWB (21/22)12/152 dated 04 March 2022