



DIRECTOR, CUSTOMER EXPERIENCE/CUSTOMER SERVICE

POSITION DESCRIPTION

COMPANY MISSION:

To provide therapeutic digital learning tools for the natural and sustained reversal of poor attention, impulse control and memory to significantly improve academic performance in children and adults.

GENERAL PURPOSE OF JOB:

ATENTIV is seeking a Director, Customer Experience to establish and lead a customer experience function to support ATENTIVmynd™ solutions in both medical and direct to consumer channels. Successful candidates should demonstrate a passion for the fast-paced, ups and downs and incredible hands-on creative problem solving that comes with being part of a young, fast growth team. You'll have to prove to us you can handle the pressure that comes from building things from scratch as well as leverage prior success at building, leading and managing customer service (inbound and outbound) and customer experience functions for a medical instrument and/or consumer product company.

Local Candidates only - No Paid relocation

PERSONAL POSITION MISSION STATEMENT:

To be inspired and fulfilled as a critical member and contributor of a world class team, carefully building one of the most socially important, innovative, transformative, and profitable solutions in the world for learning and brain development. This position is responsible for motivating and cultivating a team to provide excellent service allowing for a consumer centric approach balanced with a cost competitive structure. Perhaps most importantly, to be exhilarated with others who share Atentiv's vision, mission and passion for genuine innovation and therapy for a debilitating series of brain dysfunctions.

RESPONSIBILITIES:

- Report directly to COO
- Establish and Lead World-class Customer Experience Team
 - Recruit experienced leaders and staff for each functional role
 - Determine outsourcing strategy, candidates, and selection process
 - Attract high potential individual contributors into team
 - Create rapid onboarding process for new team members
 - Foster collaboration within team and across customer lifecycle
 - Encourage continuous learning within team
- Drive Customer Success Outcomes
 - Increase renewal rates and reduce churn
 - Expand our revenue in accounts through cross-sell and up-sell
 - Influence future lifetime value through higher product adoption, customer satisfaction and overall health scores
 - Drive new business growth through greater advocacy and reference-ability
- Define and Optimize Customer Lifecycle
 - Map customer experience journey
 - Develop listening points in journey (e.g., usage, satisfaction, etc.)
 - Standardize interventions for each point in journey
 - Define segmentation of customer base and varying strategies
 - Identify opportunities for continuous improvement
 - Learn from best practices in industry
- Measure Effectiveness of Customer Success
 - Define operational metrics for team
 - Establish system for tracking metrics
 - Create cadence for review within team
 - Expose subset of metrics to executive team, company and board
- Enhance Effectiveness and Efficiency Through Technology
 - Support systems
 - Customer marketing software
 - Reference and advocacy solutions
 - Customer Success Management platform
- Inspire Customer Success Across Company
 - Create company-wide culture of Customer Success
 - Align with Marketing around marketing to existing clients
 - Align with Product Development around driving product roadmap
 - Align with Finance around measurement and forecasting
 - Align with Executive Team around key metrics and objectives
 - Drive company-wide definition of ideal customer
 - Create company-wide customer feedback loop

EDUCATION and/or EXPERIENCE:

- BS/BA degree with excellent academic performance.
- 5-7 years of experience with a minimum of 2 years of customer care experience in roles of increasing responsibility preferably in a high-growth organization known for exceptional service.
- Willingness and desire to roll up your sleeves.
- Demonstrated experience managing a team of Customer Support Representatives for Inbound, Outbound and outsourced functions
- Experienced at Customer Relationship Management. Success in client services, customer management, and building scalable, automated systems to track and improve customer experience.
- Digitally savvy. Comfortable with technology, trying new tools, and harnessing the power of current tools.
- Brand evangelist. You'll have to be fired up about what we are about.
- Business-savvy and hyper analytical. Interested in being on the front lines of determining and implementing the development path of a growing company. You should be a whiz at analyzing, interpreting, communicating and adjusting strategies to align with what the data tells us. Able to compile and use data to drive business decisions and growth paths.
- Perform miscellaneous duties and projects as assigned and required

LOCAL CANDIDATES ONLY - NO PAID RELOCATION