

JOB DESCRIPTION & ACCOUNTABILITIES

NAME:		REPORTING TO:	Director of Sales and Customer Experience – North America
POSITION TITLE:	Customer Experience Manager	DIRECT REPORTS:	Customer Experience Specialists
DEPARTMENT:	Sales and Customer	LOCATION:	Toronto, Canada

POSITION PURPOSE:

The position's primary purpose is to ensure customer satisfaction across The Intrepid Group. This role is responsible for managing post tour issues adhering to global CR guidelines, working closely with Product, DMC and CR teams globally. As well as being responsible to deliver feedback pre and post tour to the sales team to increase customer satisfaction and higher NPS scores.

Responsibilities will include:

- **Leadership and People Management:** The Customer Experience Manager will lead the Customer Experience team, keeping them motivated on task.
- **Policies and Procedures:** The Customer Experience Manager will ensure Global Company policies are upheld, and create and implement policies and procedures to improve efficiency and customer satisfaction.
- **Recruitment, Training and Development:** They will be responsible for building the Customer Experience team, onboarding and providing ongoing education. They will also be responsible for working with sales TLs to create sales and Destination trainings based on Customer feedback.
- **Finance and Reporting:** The Customer Experience Manager will provide monthly reporting, providing feedback to directors and North American Leaders. With a focus on decreasing Comps and Waivers.
- **Innovation:** Develop new ways for North America to deliver better service and increase sales.

QUALIFICATIONS AND EXPERIENCE PREFERRED

- Demonstrated Customer Service skills and experience in the North American market
- Proven strong leadership abilities
- Proven sales skills
- Management training and/or qualifications advantageous
- Strong administrative and organizational experience
- Demonstrated ability to work independently
- Excellent verbal and written communication skills
- Ability to work under pressure and maintain composure under duress
- Strong knowledge of Intrepid's booking system and processes

- Personal and/or professional travel experiences in Intrepid destinations

OTHER SKILLS AND ATTRIBUTES

- Outstanding time management, organizational skills & attention to detail
- Committed to exceptional standards of customer service
- Excellent communication skills both verbal and written
- Strong problem solving & decision-making abilities
- Understanding of cross-department dependencies & ability to work productively with all areas of the business
- Able to meet departmental, project and company deadlines
- An understanding of and belief in our Responsible Travel philosophy
- Friendly, flexible, adaptable, responsible & reliable
- Team player
- Strong knowledge of and passion for our style of travel

Accountabilities	Benchmark Measure
Manage the end-to-end process for excellent customer Experience resolution via all necessary contact channels (email, phone, letter, pre & post trip surveys, and social media).	<ul style="list-style-type: none"> • Decrease in Comps & Waivers • Increase NPS
Investigate and respond to customer complaints and feedback with the aim of providing exceptional customer service and satisfaction to all customers. Liaise with all relevant departments, including product, sales and overseas ground staff in order to thoroughly investigate customer claims.	<ul style="list-style-type: none"> • Responses to customers to be timely, accurate and efficient in accordance with company guidelines
To negotiate appropriate resolutions to complaints while maintaining company policy, brand integrity and exceptional customer service.	<ul style="list-style-type: none"> • Maintain high percentage of successful case resolutions closed by first response
Manage cash refunds and tour discounts responsibly; ensuring customer satisfaction is achieved while protecting brand reputation.	<ul style="list-style-type: none"> • Customer refunds and discounts to be offered in line with company guidelines.
Review NPS surveys, deliver feedback to sales teams	<ul style="list-style-type: none"> • Increase NPS score as set by Director of Sales and Customer Experience