



Intellihot

## Customer Experience Manager - Job Description

### Position Summary

Reporting to the Director of Engineering, the Customer Experience Manager will help drive company growth by managing and directing resources to assure customer satisfaction after the sale through product technical support, fielding questions on product installation, start-up, and troubleshooting. The Customer Experience Manager will initially have 5-7 direct reports in these support areas.

This role primarily involves serving as the point of escalation to resolve complex customer questions, complaints, or concerns, while managing the frontline system engineer and product support technician resources assigned to it. Externally, this will include developing quality relationships with potential and existing customers to distinguish the company from its competitors. Internally, this role will serve as a primary liaison between customers, Sales, Operations and Engineering/Product Development, to assure timely completion of customer support issues.

This leader will bring a technical aptitude, strong organization and follow-up skills and commitments, a positive and responsive attitude to customer service and issues, and the ability to work in a fast-paced, fluid environment. A stable and supportive leadership style is a must.

### Responsibilities for Support Function:

Working collaboratively with Sales, Operations and Engineering:

- Build and manage a team of system engineers, and product support technicians to facilitate post-sale customer needs and requirements.
- Assure all customer interactions by the Product Support team are captured in the company CRM system.
- With the help of Contractor Development Manager, develop and maintain contractors throughout the USA.
- Lead team to represent customer information and solution needs internally by facilitating interactions between customers, Sales, Operations and Engineering/Product Development.
- Provide timely feedback to Engineering and Operations for early detection and resolution of product issues.
- Identify and implement new processes, tools, and technologies to better serve the customer.
- Provide oversight and training needs of direct reports.
- Define and implement team metrics to scorecard KPI's such as customer satisfaction, time to resolution, etc.

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2900 W. Main Street, Galesburg IL 61401  
309.473.8040 main  
309.296.8984 fax

- Interact directly with customers as the point of issues escalation, as necessary.
- Manage warranty and replacement parts processes.
- Drive quality and consistency.

## **Background Requirements**

- Bachelor's degree preferred (Business, Marketing, Communications, Engineering).
- 5+ years' experience with technical products in customer service, sales, operations management or marketing (product, communications).
- Self-starter, sense of ownership; loves turning ambiguity into real outcomes; resourceful.
- Ability to work in a fast-paced, entrepreneurial environment while effectively managing multiple projects simultaneously.
- Strong project management, process-orientation, and organizational skills.
- Technical aptitude.
- Experience managing others in customer facing roles.
- Demonstrated success effectively monitoring, leading, coaching, and developing personnel.
- A strong desire to exceed customer needs.
- Ability to always project a courteous and professional image both externally and internally.
- Excellent written, verbal, and presentation skills required.
- Excellent interpersonal skills and the ability to work collaboratively across many functional departments and staff.

## **Competencies**

- Supervising Others
- Goal Setting
- Directing Others
- Coaching Effectiveness
- Business & Financial Acumen
- Time Management
- Addressing Conflicts
- Problem Solving
- Motivation
- Team Building

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