



We're looking for a **Customer Experience Manager!**

We are looking for a high-performing Customer Experience Manager, with exceptional leadership and client service skills to be responsible for ensuring that our customers have the absolute best experience with SnapScan and that customer service levels are maintained in line with our strategic goals, as well as Bank SLAs.

This exciting position, reporting directly to our Head of Operations, will provide our ideal candidate with a fantastic opportunity to join us on our mission to drive positive socio-economic change through the SnapScan platform by financially empowering SMEs through equal access to the economy!

Our successful candidate will help to build a vibrant, knowledgeable, data-driven, people-led centre of excellence that positively contributes to the client experience and adds value to the business.

This job may be perfect for you if:

- You have a passion for delivering an exceptional customer experience
- You are a leader that strives to create a positive working environment for your team and lead by example
- You are good at giving accurate, insightful and fair feedback on performance to your direct reports
- You handle feedback well and learn from this
- You are good at multitasking, organising and prioritising work
- You are detail-orientated and good at identifying trends
- You are a good problem solver and take others on the journey with you
- You have a solid grasp of data analysis and performance metrics
- You have the ability to learn from past experiences and instil lessons for the future
- You enjoy being hands-on and are not afraid to get your hands dirty
- You have excellent verbal and written communication skills
- You adapt and respond well to change, cope well with setbacks and remain level-headed and cool under pressure
- You can tolerate ambiguity
- You have an aptitude for learning and using new technology & and software tools/products

You are our ideal candidate if you:

- Have at least 2 years of experience as an agent in a customer service environment

- Have at least 2 years of experience with managing agents in non-BPO contact centre environments
- Industry knowledge and experience in product-led Fintech & Payments environments
- Knowledge of and experience in contact centre performance metrics, reporting, technology, tools and best practice methodologies
- You are willing and able to work remotely and come into the office as required (we have a hybrid work model), as well as be available after hours and on weekends when the team may need you on call
- Experience with driving a high-performance and continuous improvement culture
- Experience with managing a team using calls, social media and email channels
- Experience performing quality assurance on calls and emails
- Literacy with Google Sheets (preferred) and/or Microsoft Excel
- Bonus points for:
 - A relevant bachelor's degree or professional certification
 - Experience managing and developing Team Leaders
 - Experience with Freshdesk and/or Telviva
 - Experience with scaling a customer support team/within a scaling environment
 - Experience with live chat and/or WhatsApp as a contact channel

Key Responsibilities will include:

Team Management & Leadership:

- Recruiting, onboarding and developing customer experience (CX) agents and nurturing an environment where they can excel
- Enabling the CX team to be customer-centric and to provide a great experience by keeping the team accountable through QA, training, coaching, and removing roadblocks
- Running performance management processes with your team members to provide valuable feedback and embed excellent performance levels in all agents
- Conducting regular 1-on-1s and other managerial or team ceremonies to maintain the happiness and productivity of all team members
- Ensuring that our SLA and other targets are continually reviewed and met with optimum levels of quality of service delivery
- Embedding a culture of continuous improvement

Customer Satisfaction & Retention:

- Improving and maintaining customer satisfaction scores and customer retention levels
- Representing the voice of the customer to the larger business
- Handling complicated or escalated enquiries through to resolution
- Maintaining and updating the FAQ/help page on our website to minimise incoming queries in coordination with Marketing

Day-to-Day Operations of the Customer Touchpoints:

- Developing and maintaining service procedures, policies and standards
- Iterate ways to improve performance and efficacy based on metrics and customer feedback

- Developing, implementing and tracking these solutions independently (as far as possible) with the CX Team, or in coordination with the Operations, Compliance, Marketing, or Product and Development teams as required
- Interfacing with other teams/managers in a way that promotes effective collaboration
- Developing and maintaining appropriate strategies for efficient query handling via the following channels, including but not limited to: Phone queries, email and social media, face-to-face and new support channels as required
- Liaising with the software providers to troubleshoot technical issues on the platforms
- Managing and improving call flows and workflows used by the team on all platforms
- Setting up and editing standard responses for recurring issues and ensuring these are kept up to date and are easily accessible/understandable to team members
- Devising and implementing group, type and tagging conventions for easy reporting
- Liaising with internal and external partners to ensure smooth delivery of the SnapScan service at all points of customer contact
- Interfacing and coordinating with stakeholders on the bank side to ensure readiness for bank-sponsored events, in coordination with the SnapScan Growth team
- Developing and maintaining after-hours support schedules for Ops and CX teams
- Ad-hoc project management work on projects with internal and external dependencies with a view to ensuring scalability, customer satisfaction, and supportability of the end solutions, products, and/or processes

Reporting & Data Analysis:

- Developing and producing weekly and/or monthly reports to all relevant stakeholders regarding the volumes, trends, SLAs, KPIs, customer pain points etc
- Using this data from the different support channels to identify recurring queries or trends that require alternative solutions and make recommendations accordingly
- Analysing reports to optimise workflows and manage team capacity

The benefits of joining our team:

- A competitive salary
- 30 days of annual leave
- A medical aid subsidy of up to R2 000 per month
- An Apple MacBook and the necessary gear
- A trendy office space with huddle rooms, a cafe, bean bags and all the equipment you'll need
- Discretionary annual bonus
- Flexible office/remote working - you get to choose whether you want to work remotely or from the office, depending on the importance of critical in-person meetings.
- Paid undercover parking (when working from the office) or city parking reimbursement when the office parking is full.
- The opportunity to be part of a great team and culture
- Lots of opportunities to learn
- Mental health days

If you're interested in applying for this role and you meet the necessary requirements, please submit your CV, together with your completed application on the link below.

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