

## Customer Experience Specialist

**Benefits:** Candidates on temporary assignment may qualify for our competitive benefits package which includes group health, life and disability insurance and voluntary benefits such as retirement savings and holiday pay.

**Salary range:** \$19.00 to \$20.00 hourly  
**Employment status:** Contract / Temporary

### Description

We have an exciting opportunity for a driven Customer Experience Specialist! Are you a customer service professional who is passionate about providing exceptional customer service and helping elevate customer experiences? Then we have a position for you. This position is responsible for understanding the needs, motivations, and emotions of customers, then applying this knowledge to strengthen customers' experiences at all touchpoints within the organization.

#### Major responsibilities

- Develop marketing and engagement strategies for new products or services
- Work in a strategic, high-volume fast-paced environment
- Use collected information to identify gaps and recommend strategies to strengthen customer experience metrics
- Track and analyze customer feedback and satisfaction using various forms of communication including phone calls and email correspondence
- Collaborate closely with internal stakeholders sales, marketing, and account management teams to help with enhancing customers' experiences

### Requirements

- Strong technical skills including knowledge and experience with customer relationship management software (CRM)
- Ability to interpret and analyze data to enhance customers' experiences
- Individuals who possess strong interpersonal, customer service, and communications skills, including exceptional listening capabilities
- Proven ability to collaborate with others is essential, as well as strong project management and problem-solving expertise
- Strong skills in business writing, including the use of email correspondence

If you have the right skills for this role and are available immediately, we want to hear from you - contact us today!

Robert Half is the world's first and largest specialized talent solutions firm that connects highly qualified job seekers to opportunities at great companies. We offer contract, temporary and permanent placement solutions for finance and accounting, technology, marketing and creative, legal, and administrative and customer support roles.

Robert Half works to put you in the best position to succeed. We provide access to top jobs, competitive compensation and benefits, and free online training. Stay on top of every opportunity - whenever you choose - even on the go. [Download the Robert Half app](#) and get 1-tap apply, notifications of AI-matched jobs, and much more.

All applicants applying for U.S. job openings must be legally authorized to work in the United States. Benefits are available to contract/temporary professionals, including medical, vision, dental, and life and disability insurance. Hired contract/temporary professionals are also eligible to enroll in our company 401(k) plan. Visit [roberthalf.gobenefits.net](https://roberthalf.gobenefits.net) for more information.

© 2024 Robert Half. An Equal Opportunity Employer. M/F/Disability/Veterans. By clicking "Apply Now," you're agreeing to [Robert Half's Terms of Use](#).

[Apply Here For Job Posting](#)

**This Job Posting will expire in 10 days.**