

## 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 \$22.00 hourly  
**Employment status:** Contract / Temporary

### Description

We have a great opportunity for a proven Customer Experience Specialist! If you are 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.

#### Key responsibilities

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

If you're interested in this position please call Austin Cauthron at 415-347-8534!

### Requirements

- Advanced skills in business writing, including the use of email correspondence
- Candidates who possess strong interpersonal, customer service, and communications skills, including strong listening capabilities
- Demonstrated ability to collaborate with others is essential, as well as strong project management and problem-solving expertise
- Ability to interpret and analyze data to enhance the customer experience
- Exceptional computer skills including knowledge and experience with customer relationship management software (CRM)

Give us a call today if you possess the right experience and skills for this exciting position with an immediate start date!

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Please contact Ernst & Young at 866-834-5115 with any questions. Thank you for your assistance.

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