

## Customer Experience Manager

Quadro Communications Co-operative Inc. is a local solution-oriented Telecommunications company providing mobility, telephone, television, internet, business services, and computer repair and I.T solutions. As a Co-operative, Quadro Communications is committed to enriching our customers' experience with personal service and innovative products, while fulfilling the evolving needs of our customers.

Reporting to the Director of Customer Experience at Quadro Communications, the Customer Experience Manager will maintain and enhance the customer's encounters with Quadro. They will ensure the customers experience maximum satisfaction with Quadro's products and services while managing the customer experience teams.

### Being a Quadro team member comes with some great perks and benefits including:

- Full benefit plan including health and dental benefits at no cost to employees
- An RRSP program where Quadro will match towards your RRSP
- Bonus program based on company and individual performance
- Generous employee discounts on qualified services
- A generous learning and development program that pays team members to learn and develop
- Q'DOS program that recognizes when our team members go above and beyond, provides an exceptional customer experience and is a team player

### Responsibilities:

- Develop and implement effective customer experience strategies to drive revenue growth, expand market share, and achieve sales.
- Provide service support in the form of billing inquiries and general customer questions, and to staff and retail locations.
- Design and implement process flows within our CRM, document the flows, and develop training materials.
- Continuously review and optimize processes to improve efficiency, streamline workflows, and enhance the overall effectiveness of the customer service team.
- Recruit, hire, and onboard new customer experience team members as needed, and provide ongoing training and development to improve the skills and performance of the customer service team.
- Set sales targets and goals for the customer service team in alignment with Quadro's overall objectives.
- Analyze data and metrics to forecast future customer trends, track progress toward sales targets, and prepare regular sales reports for senior management.
- Manage, lead, mentor, train, and motivate a team of customer experience representatives to ensure they are performing at their best and meeting or exceeding their targets.
- Build and maintain strong relationships with new and existing customers to enhance sales opportunities, solve customer issues effectively and ensure customer retention.
- Collaborate with marketing, other departments, and external partners to align sales and customer experience efforts with marketing campaigns, product launches, and overall business strategies, and improve operational efficiencies.
- Other duties as assigned.

### Skills and Qualifications:

- Post secondary education in Business Administration, Marketing, and/or a related field or equivalent experience.
- 5+ years experience leading a customer experience team, preferably in the telecom industry.
- Understanding of telecommunications, wireless, and technology products and services.
- Analytical and goal-oriented mindset with a keen eye for interpreting data, making data-driven decisions, and exceeding sales targets.
- Excellent interpersonal and communication skills, with the ability to connect with clients and present complex ideas clearly and persuasively.
- Ability to work independently, manage time effectively, and prioritize tasks in a fast-paced, evolving startup environment.
- Strong leadership and management acumen, with the ability to inspire and motivate colleagues and partners.
- Team commitment that fosters collaboration and readily engages in any area where assistance is required.

If you have the passion for helping customers with their technology needs, then submit your cover letter and resume to [g.hr@quadro.net](mailto:g.hr@quadro.net) quoting Customer Experience Manager in the subject line of your email.

Quadro Communications is committed to creating an accessible environment and will accommodate disabilities during the selection process. Please let your recruiter know during the selection process of any accommodation needs. We thank all those that apply but only successful applicants will be contacted for an interview.

