

## Customer Experience Manager (m/f/d)

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Company: TotalEnergies

Location: Belgium

Category: office-and-administrative-support

### Profil du candidat

You have a master's degree in management, marketing, business administration or equivalent due to experience, and a passion for Customer Experience ;

You're a seasoned CEX management professional, with a proven track record of bringing outstanding customer experience to end customers ;

You are strong in conceptual thinking, scenario building, strategic decision making and value & benefit thinking ;

You're a servant leader. You understand how to build, inspire and lead a team ;

You're a people person. You love to work with individuals and make them grow in their professional life. You know how to make your team members rise above themselves ;

You're not going for a status quo. You are ambitious and eager to learn. You use data & insights to continually improve our value propositions and are not afraid to try things out

You take ownership of your projects, you set the right priorities and you have a catchy drive to mobilize stakeholders to get things done. You have impact through strong communication and storytelling skills ;

You combine strong analytical skills with a creative and positive mind ;

You have a +5y consulting or marketing background. No deep technological understanding of energy industry experience is required. Affinity with energy solutions, customer journey design or Design Thinking methodologies is however a plus ;

Languages: FR, NL and ENG.

### **Activités**

You define the CX vision, roadmap and ambition (including for the App and Customer zone) in line with the overall business strategy and expectations of customers. You gather your team and all necessary stakeholders behind this vision and drive its implementation.

You develop the necessary talent to deliver on your mission. You elevate your team's output through on-the-job coaching and mentoring, competency development, t-shaping, training initiatives, etc. You have a strong vision on the long-term talent roadmap for the CX competency.

You strive for continuous improvement of our Customer journey's with an innovative, data-driven and customer-centric mindset. You define best practices through AB-testing, data analysis, research and other methodologies to realize this.

You are the Strategic program lead on a digital engagement platform and service (app/cuzo) and lay the foundation for a drastic shift towards digital service.

You are accountable for the operational communication send to customers, in order to inform them on the best way regarding their contracts and everything linked to it.

You're a master in translating insights and knowledge into customer value propositions. You're able to discuss and defend your vision with stakeholders in marcom, finance, customer operations, IT, etc. You create impact through your expertise and strong communication skills.

You monitor and analyze the customer satisfaction and performance of your propositions and implementations and based on that, formulate recommendations for adjustments in terms of adaptations on customer journeys', features, and processes.

### **Contexte et environnement**

The Customer Experience Manager (m/f/d), inspires, coaches and steers a team of 4 skilled

professionals in the domains of market research & customer insights, customer experience, product ownership and UX/UI. It is your mission to conceptualize and design CX solutions that position us in the market as a game changer brand that forges sustainable relationships with customers based on trust and transparency. You report directly to the Chief Marketing Officer.

You fuel customer centricity. A customer-centric company is aware of who their customers exactly are and what they want, and makes sure that the customer's input is at the heart of all relevant decisions, big or small. Making the right customer insights accessible to the right teams, and having them implement them in order to improve the customer experience, is what drives a customer centric company.

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