



Job Description

Job Title	Agent Experience Specialist	Original Date	July 2022
Department	Operations	Revision Date	
Reports to	Business Development Manager	Position Type	Full-time/Hourly
Exempt Status	Non- exempt	Commissionable - No	Bonus - Yes

JOB SUMMARY: The Agent Experience (AX) Specialist is responsible for creating an exceptional brand and buying experience for our agents or prospects, across multiple touchpoints – both digital and physical. This position is also accountable for keeping track of customer journeys, interacting with customers across multiple channels and platforms, and coordinating with various internal stakeholders such as sales, marketing, and account management in order to keep fine-tuning the customer’s experience

CORE VALUES TO MEASURE PERFORMANCE

Communicates Effectively; Demonstrates and Promotes Teamwork; Builds and Maintains Relationships; Builds Professional & Personal Growth; Demonstrates Commitment to Excellence and Servant Leadership.

KEY RESPONSIBILITIES:

- Identifying ideal customer profiles and mapping customer journeys to identify gaps in customer experience across all touchpoints, for all kinds of customer interactions, transactions and engagements
- Coordinate with internal teams such as marketing, sales, account management, accounting to ensure that gaps in the customer experience- irrespective of where they occur in the journey – are plugged
- Provide feedback to internal stakeholders to identify gaps and opportunities regarding our brand experience to ensure the customer has a seamless experience with the company
- Ensuring the AX strategies are aligned with marketing and business goals and outcomes
- Collect, track and analyze customer feedback and suggest improvements internally based on the insights gathered – develop and maintain metrics to gauge how the brand is performing on AX performance parameters
- Manage ongoing and future agent perks and promotional programs
- Work with the technology teams to ensure a seamless brand and buying experience with the technology- be it the brand website or a self-service app

Other Duties: Please note this job is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

EDUCATION, EXPERIENCE, LICENSURE & CERTIFICATION

- A bachelor's degree in marketing, communications, advertising, business management, or in a related field preferred.
- At least 2 years' experience as a customer experience specialist, or a similar customer support role.
- Extensive experience in gathering and interpreting customer experience information.
- Solid knowledge of online customer engagement platforms and channels.
- Proficiency in MS Office, as well as CRM software.
- Exceptional interpersonal skills and a client-centered approach.
- Great organizational and time management abilities.
- Superb communication, collaboration, and problem-solving skills.

KNOWLEDGE, SKILLS & ABILITIES

- Ability to provide friendly service to handle inquiries from agents and internal/external customers.
- Must have a high level of problem-solving and organizational skills and be a positive, team player.

- Excellent multi-tasking, interpersonal and communication skills (oral and written).
- Attention to detail in composing, typing and proofing materials, establishing priorities and meeting deadlines.

Business Systems to learn and understand:

- Microsoft Office
- Concorde CRM System
- Monster Phone System – Cloud based

SUPERVISORY RESPONSIBILITY - This position has no supervisory responsibilities.

PHYSICAL DEMANDS –

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear and must have the ability to see details at close range. The employee frequently is required to sit for long periods of time while using a keyboard and mouse repetitively and to occasionally walk and/or stand while having frequent interaction with others through telephone, face-to-face, email or otherwise.

TRAVEL – Travel is expected for this position. A main component of this role’s responsibilities will be to coordinate and attend agent conventions and tradeshow that occur throughout the course of the year. Travel could be as much as 50%.

WORK CONDITIONS and WORK ENVIRONMENT –

This job operates in a professional office environment. Work is performed in a temperature-controlled, non-smoking office. Workstations are cubicles with moderately high sides. Must sit for long periods of time while using keyboard and mouse repetitively. The noise level in the work environment is usually quiet. This role routinely uses standard office equipment such as desktop computers, phones, photocopiers, and fax machines.

GENERAL NOTES

This job description is not intended to be all-inclusive, additional details will be specified by the supervisor. The employee will also perform other reasonable business duties as assigned by the supervisor.

Management reserves the right to change this job description, job responsibilities, duties, and working hours as needs prevail. If requested in accordance with applicable law, the Company provides reasonable accommodation to known physical and mental limitations of an otherwise qualified employee with a disability to allow him/her to perform essential functions of the job unless the accommodations would impose an undue hardship on the Company.

The Company is an at-will employer. This job description is a guideline and does not constitute a written or implied employment contract.

<i>Employee Acceptance</i>	<i>Date</i>
I have read and understand this job description. I agree to accept the responsibilities and duties as outlined.	
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