



Customer Experience Executive

Do you enjoy working as part of a small but dynamic team? Are you passionate about delivering an excellent experience to customers? Are you detail orientated, highly motivated and dedicated? If so, we want to hear from you.

This is an exciting opportunity for a role within a highly innovative, fast paced and fast growing bicycle and outdoor lifestyle security company, Hiplok. Reporting to the Marketing Manager, you will be responsible for managing the customer journey to deliver a first class experience to all our customers regardless of where they purchased their Hiplok product and the medium through which they wish to communicate with us – social, email, telephone. The role is key to supporting the objectives of the business.

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Your daily tasks will be varied and as such a motivated 'hands on / can do / will do' attitude is essential.

Your roles and responsibilities will include:

- Responsible for ensuring that customer enquiries, complaints, escalations and resolutions are dealt with professionally, within agreed timescales and with a customer focused mindset
- Responsible for enhancing the customer journey, looking at how all communication touchpoints impact the customer experience.
- Manage and maintain engagement with customers for the whole sales cycle, monitoring reviews and feedback to solve issues
- Responsible for support communication with customers across all brand owned and third party platforms to ensure resolution of any issues and deliver customer delight
- Be the voice of the customer in the business, acting as a conduit between the sales and product team to drive future product development
- Connecting with customers to ensure continued education and product success throughout the relationship lifecycle.
- Develop a customer lifecycle campaign program and work with marketing operations to implement
- Writing web copy and email campaigns to enhance the customer lifecycle and build brand loyalty and engage on social media to respond to & understand any customer concerns
- Develop, write and manage customer satisfaction surveys to drive change throughout the organisation.
- Identify opportunities to improve sales, practices and effectiveness.
- Creation and maintenance of standard operating procedures for all areas of job role to ensure smooth handover when others are covering the role during holidays, absence etc
- Other ad-hoc duties to support wider objectives of business

The successful candidate will be able to demonstrate:

- Excellent written and verbal communication skills are essential; able to work under pressure and meet deadlines
- Detail orientated, good organisational skills and a positive approach to new tasks
- IT literate and willingness to learn new skills and programs
- An interest in cycling would be a bonus

The role is office based at Hiplok HQ in Leamington Spa, with travel required periodically when needed (to support customer events)