Title:	Manager, Customer Experience	Division/Department:	Relationship Management
Reporting To (title):	Vice President, Customer Experience		

FLSA Classification: [X] Exempt [ ] Non-Exempt

Employment Type: [X] Full Time [ ] Part Time [ ] Intern [ ] Temporary/Contract

Position Summary

E4E Relief, the nation's leading provider of employee disaster and hardship relief funds, and subsidiary of Foundation For The Carolinas is seeking qualified candidates to join our team as a Manager, Customer Experience. For over 20 years, E4E Relief has been the leading provider of unique, charitable business solutions to respond to crisis and hardships quickly and efficiently. We empower companies and employees to respond to crisis by providing a global, charitable solution in times of catastrophic and unexpected need. Our hope is that the solution proves that a heartfelt response creates a stronger connection between a company and employees affected by crisis.

Role Description

The Manager, Customer Experience specializes in the management of customer fund relationships to ensure our customers are delighted with the service and programs they receive. As the Manager, Customer Experience, your responsibilities include providing excellent customer service and customer engagement, developing, and onboarding new client relationships, and acting as an advisor regarding service and program options. Your primary role will be to serve key liaison for E4E Relief's daily program operations and to oversee the day-to-day activities of assigned relief programs for E4E Relief to ensure seamless execution of program objectives and work to maintain operational excellence.

We are seeking a resourceful and enthusiastic person to join our Relationship & Customer Experience Team. The position will report to the VP, Customer Experience, and work closely with other teams across the organization to achieve best in class customer experience.

Duties & Responsibilities

Relationship Management

- Know your customers.
- Manage accounts/client relationships; work with clients to identify fund objectives and program needs.
- Leverage social media, in person checkpoints and other methods to know the full ecosystem of your customer's business – where they sit in the organization and how their employee relief program adds value to their employees.
- Use data and analytics to inform customers about their fund and provide an understanding of how the systems and technology infrastructure support their program.

Fund Execution

- Demonstrate knowledge of offerings and ensure alignment of programs/criteria with individual client needs.
- Utilize guidelines, standards, and policy to assist with development of client specific needs.
- Provide oversight and serve as the liaison between the client and internal teams where required.
- Partner closely with operations team to meet all program goals.
- Prepare for client onboarding, account opening/closing, and ongoing/recurring status meetings.

- Review and analyze and report on fund information and data in the CRM.

Risk Management and Administration
- Exercise sound, professional judgment on behalf of clients and E4E Relief, while avoiding risks and demonstrate 100% adherence to the compliance requirements of the business, program and ethical requirements, completing documentation and written records of meetings and discussions.
- Elevate high level risk issues.
- Regularly sync with internal teams to identify other risks and gaps between teams.

Business and Professional Leadership
- Provide exceptional customer service and communication skills.
- Be perceived by client as a trusted partner on the team.
- Ensure regular and consistent communications with existing and prospective clients.

Program Facilitation
- Develop a command of the client programs and all aspects of the grantmaking process including the program policies and relevant IRS guidelines.
- Conduct regular reviews of application statuses and data for reporting purposes using CRM, including but not limited to weekly and monthly reports for our partners.
- Work with Grantmaking Operations to monitor employment verification processes to ensure proper functionality of electronic verification and satisfactory timing on manual verification.
- Elevate high level risk issues with leadership and program contact where appropriate.
- Monitor CRM to ensure systems are functioning properly, and work with IT Support to quickly remedy issues that occur.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for the position. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

Job Qualifications

Education and Experience
- 5+ years of experience in a related role desired, such as enterprise relationship / account management and demonstrated ability to navigate complex organizations
- Bachelor's degree required and master's degree in relevant field desired
- Strong organizational and analytical skills, with high attention to detail
- Optimist problem solving skills with a growth mindset
- Ability to review, analyze and develop management requirements for complex enterprise contract agreements
- Exceptional verbal and written communication skills.
- High level of emotional intelligence
- Proficiency in at least one CRM system, Microsoft Office, donor/relational database and building queries and running reports
- Ability to work independently, while maintaining consistent and transparent communication with a team and leadership
- Ability to manage multiple and competing priorities and meet deadlines in a dynamic environment
- Ability to learn new skills quickly and adapt to new challenges
- Ability to work evenings and weekends when needed
- General ability to perform the essential functions and overall physical and mental requirements of this position, including stamina to perform tasks over extended periods
- Occasionally moving about to accomplish tasks or moving from one worksite and/or workstation to another

Note: Proof of fully authorized vaccinated Covid-19 status is required (or E4E Relief authorized religious or disability accommodation).

Position Specific Qualifications

Select from the following position-specific competencies. Please limit the total number of competencies to 7 or less.

All Employees: ☐ Communication & Interpersonal Skills

Executive Team:	☐ Leadership	☐ Strategic Thinking	☐ Fiscal Stewardship
All Supervisors:	☐ Delegating Responsibility & Empowering Employees	☐ Managing Employee Performance	☐ Ensures Consistent Policies & Practices

General:

☐ Affiliate Management	☐ Budgeting & Cost Awareness	☐ Building Organizational Commitment
☐ Building Team Environment	X Client Records	☐ Concern for Employee Satisfaction
X Customer Skills	X Dependability	☐ Ensures Proper Training in New Technologies
☐ Entrepreneurial Orientation	☐ Equipment Skills	☐ Fund Management
☐ Implementing New Technologies	☐ Initiative	☐ Innovative Thinking
☐ Job Skills	☐ Managing Meetings	☐ Managing Multiple Priorities
☐ Meeting Targets	X Presentation Skills	☐ Product Knowledge
☐ Productivity	X Project Management	☐ Quality of Work
X Relationship Building/Networking	☐ Results Oriented	☐ Technical Skills
X Time Management	☐ Training & Development	☐ Writing Skills