

Vice President of Customer Experience

Description of Role and Requirements

There are over 40 million Americans (approximately 1 out of every 5 members of our country's workforce) struggling to balance the demands of their jobs with the responsibilities of being a caregiver to a loved one. Anxiety, depression, loneliness – just a few of the words to describe how a caregiver feels as they go on one of the most turbulent and chaotic rides of their entire life. Our team at Cariloop believes that NO ONE should ever have to go through caregiving alone. Thanks to the incredible work being done by our growing team, we're going to make sure the world knows that they don't have to.

We're looking for an experienced leader and manager, with a love for supporting organizations and their teams all over the world, to join our team as Vice President of Customer Experience. This role focuses on the support of our Strategic Growth, Customer Success, and Engagement initiatives as we roll Cariloop's platform and services out to the working caregivers, parents, and families who need support.

Responsibilities

Culture:

- Remain mission-driven in each strategy discussed, each task completed and each success celebrated.
- Represent Cariloop to the best of one's ability and maintain a deep understanding of Cariloop's mission, vision, and values and how they inform our storytelling efforts.
- Embody Cariloop's core values of service, empathy, innovation, and integrity.

Customer Experience:

- Provide leadership, guidance, support, feedback for the Strategic Growth, Customer Success, and Engagement team members (combined, the CX Team)
- Own the recruiting, onboarding, and growth and development process for all members of the CX team
- Champion the CX process flow for Cariloop and work with all teams to make sure we represent our Value-Centric Organization well in the market
- Support Strategic Growth during the customer onboarding process and join demos, discovery, and finalist presentations as needed
- Support the CX team with new customer implementations, kickoffs, events, webinars, etc.
- Support the team with our ongoing customer and partner relationships
- Plan and host CX team meetings and events throughout the year
- Collaborate with VP, Strategic Development, and Leadership team on annual budgeting, forecasting, future products/services, and road mapping exercises
- Monitor the overall reporting, KPIs, and metrics related to the CX team's success and support the team where needed

Credentials/Experience

- Minimum Bachelor's Degree and/or demonstrate 7-10 years of equivalent work experience in HR, Benefits, Management, Communications, Healthcare, or other related fields.
- SHRM or professional HR / Benefits certification preferred but not required
- Strong communicator—written, verbal, multimedia, etc.
- Organized self-starter—comfortable with self-managing and bringing up ideas that contribute to the team's objectives and goals.
- Preferred experience with: Google Suite, Microsoft Office Suite, Skype, Zoom, Salesforce, Trello
- Thrives (and has fun!) in a fast-paced and rapidly evolving environment with a proven ability to adapt

- Ability to be a hands-on, action-oriented leader who isn't afraid to work across all aspects of our organization to rally our team and get the job done
- Experience in a caregiving role (either direct or indirect) where they can truly empathize with what a family goes through

Apply at: <https://www.cariloop.com/careers>