**Job Title: Omni-Channel Customer Voice Manager, Nespresso Hellas**

**POSITION SNAPSHOT**
Nespresso Athens, Greece
Reporting to: CRC Manager
Full time contract, act. rate 100%

**POSITION SUMMARY**
As the Omni-Channel Customer Voice Manager, you will be responsible for leading the Customer Experience Omni Board, thus assuring the Voice of the Customer, and enhancing the omni-channel quality of service.
Moreover, you are called to act as a change ambassador to boost customer advocacy and engagement, by collecting and analyzing all customer feedbacks from all channels identifying root causes, leading improvement actions and measures in collaboration with all departments and assuring application by Customer Facing staff.

**A DAY IN THE LIFE …**
•    Listen to customer voice, translate the data into actionable insights, and proactively distribute the findings to empower customer centric actions and decisions
•    Design and implement best practices for customer facing teams to interact with customers, incorporating plans to increase customer satisfaction
•    Define and monitor important metrics focused on customer value generation
•    Investigate and analyze multiple data sources to identify and drive initiatives that maximize customer satisfaction and service levels while reducing support case and internal escalation volumes
•    Design and facilitate workshops to understand current processes, conduct root, cause analysis investigation, design future state, and develop change plans
•    Explore data and provide insights and recommendations to ensure core metrics achievement
•    Build Customer Experience dashboards and monitor customer voice by leveraging on multiple customer experience tools, touchpoints, and surveys
•    Identify improvements and work with cross-functional teams to design and implement initiatives and opportunities to improve customer experience
•    Monitor complaint handling according to the relevant policy and provide suggestions to modify existing process based on trends and related analysis
•    Coach and guide the Customer Facing Teams in their understanding of the quality scope and tools

**WHAT MAKES YOU SUCCESSFUL**
•    University Degree | Postgraduate studies would be considered an additional asset

•    2-3 years proven experience in similar or equivalent roles in Customer Relationship, high-end Retail or Hospitality industries. Additional experience would be considered an asset
•    Excellent communication skills and strong problem-solving abilities
•    Proven exposure to coaching and training methods
•    Exceptional ability to lead, coach, and develop effective teams
•    Qualifications or certifications in Customer Experience, Quality, HR or Coaching are a plus
•    Knowledge of Project Management in a matrix organization is a plus
•    Fluency in Greek & English

**WHY YOU SHOULD APPLY**
Join one of the most successful customer experience teams within Greece!  The Nespresso Team has been awarded as the Best Omni Channel Customer Experience team by the National customer service institute in 2021! Our environment is friendly, modern, dynamic and we are proud to represent one of the premium Global Pioneers in coffee!
•    Join the leading Food & Beverages company in the world with more than 83bio CHF sales
•    Be part of a fast-growing organization expanding locally and internationally
•    Have a key role to Nespresso’s Omni Channel strategy and Customer centric approach & get the chance to play a significant part in the customer Journey
•    Engage with our dynamic and innovative people from all over the world and join exciting local or international projects and assignments
•    Enjoy the wide range of Nestlé benefits such as comprehensive Pension, Health Care & Life Insurance programs, increased Parental leaves, special access to Nespresso Club benefits, Baby Support plan & Pet Support plan