



Kaleidoscope Adventures®

Director of Client Experience

Classification: Exempt
Reports to: Chief Executive Officer
Date: March 2024

JOB DESCRIPTION

Summary/Objective

The Director of Client Experience is accountable for ensuring the delivery of a seamless client experience across all stages and touchpoints in the client's journey. In this role, the Director will be responsible for creating, managing, and executing the client experience strategy and priorities of the company. They will help the organization continually drive higher client satisfaction, net promoter score (NPS), client retention, and new business growth.

This position influences the senior management team, marketing, sales and other internal strategic partners in providing frictionless interactions while delivering value to clients.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Client Experience

1. Collaborate with a cross functional team to develop the overall client experience strategy for clients throughout various stages of their lifecycle with the organization.
2. Map client journeys across all products, and services and brands
3. Minimize silos of systems, data, assumptions, hand-offs, performance and client touchpoints
4. Ensure that client facing teams and all other business functions work in collaboration to consistently deliver on strategic goals and objectives with client experience at the heart of implementations
5. Establish and roll-out the company's client experience roadmap including the technology, data and analytics needed to provide a 360-degree view of the client experience and capabilities needed to meet the current and future needs of our clients

6. Interpret and leverage internal and external data insights to identify potential issues and opportunities to create a frictionless experience for clients across various stages of their lifecycle
7. Create and implement an analytics framework to measure client experience KPIs, client sentiment and success metrics of the proposed and implemented strategy
8. Recommend and implement tools and technologies to deliver, manage, measure, and improve client experience
9. Identify what the organization should start doing, continue to do, or stop doing to improve overall business outcomes from investments in client experience
10. Create and implement training strategies to ensure the desired client experience journey is executed according to plan

Quality Control

1. Manages the client experience review processes during sales, planning, and delivery.
2. Collaborates with the product development team and the tour directors to curate template itineraries for use by the tour consultants.

Culture & Company

1. Communicates consistently with other company departments to ensure standard process is followed and efficient, effective communication is achieved.
2. Establishes positive and productive working relationships; able to generate trust, ability, and willingness to give and receive honest, balanced feedback.
3. Demonstrates competence and character that inspires trust.
4. Fosters a culture that values critical thinking and problem solving, and encourages constructive feedback, engagement, inclusion, and diversity at all levels.
5. Maintains consistent company image throughout all client facing sales documents including proposals, all events, conferences and trade shows, and all verbal and electronic communication.

Qualifications

We are looking for someone with strong interpersonal skills, a proven track record of creating alignment across functions and who can bring innovative solutions to the table. We need someone who enjoys a challenge and can see the big picture. Strengths should include:

1. Strong prioritizing, planning, analytical, presentation, people management and interpersonal relationship building skills
2. Demonstrated understanding of emerging client experience/interaction channels and technology including client support technologies, CRM, social media, chat, etc.
3. Experience recommending and implementing creative solutions to drive increases in NPS, client satisfaction, retention and online review scores
4. Deep analytical skills and financial acumen required
5. Ability to influence stakeholders to gain alignment and prioritize cross functional initiatives
6. Budget management
7. Demonstrated problem-solving, negotiation, and project management skills in a fast-paced environment

8. Display strong leadership, team building, project-management and delegation skills.
9. Demonstrated strategic ability to plan, execute and achieve performance metrics

Work Environment

This job operates remotely in the work environment you chose or in our office in Oakland, Florida in a hybrid work environment capacity. This role will require periodic visits to our office during the year if you work remotely.

Physical Demands

The physical demands described here are representative of those that must be met by a contractor to successfully perform the essential functions of this job.

While performing the duties of this job, the contractor is regularly required to talk and listen. The contractor frequently is required to stand, walk; use hands to finger, handle or feel; and reach with hands and arms and requires the ability to occasionally lift up to 20 pounds.

Position Type and Expected Hours of Work

40 hours per week position. Hours and days are flexible based upon client needs and deadlines

Travel

Local, out-of-the-area, and overnight travel may be expected but it is paid for by the company.

Other Duties

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