



## Customer Experience Owner/Flexible work arrangements

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### Job Information

#### Hiring Company

Assurant, Inc.

#### Subsidiary

Assurant Japan

#### Job ID

1506246

#### Industry

Other (Banking and Financial Services)

#### Company Type

Small/Medium Company (300 employees or less) - International Company

#### Non-Japanese Ratio

Majority Japanese

#### Job Type

Permanent Full-time

#### Location

Tokyo - 23 Wards, Chiyoda-ku

#### Train Description

Chuo Line Rapid (Takao-Tokyo) Station

#### Salary

8 million yen ~ Negotiable, based on experience

#### Holidays

完全週休二日制（土、日）、祝日、年末年始 等

#### Refreshed

December 30th, 2024 00:00

### General Requirements

#### Minimum Experience Level

Over 3 years

#### Career Level

Mid Career

#### Minimum English Level

Business Level (Amount Used: English usage about 25%)

#### Minimum Japanese Level

Fluent

#### Minimum Education Level

Bachelor's Degree

#### Visa Status

Permission to work in Japan required

### Job Description

#### Job Purpose

The Customer Experience Owner is responsible for customer experience (CX), designing, executing, and optimizing end to end experiences for select client or program and collaborating cross functionally to achieve those goals.

This job is also in charge of identifying opportunities to improve CX by managing VoC data, analyzing trends across experiences and providing support in executing critical CX initiatives.

### **Primary Job Accountabilities/Responsibilities**

#### Experience Design (30%)

- Design and optimize end to end customer experience through the use of CX methodology and supporting tools, e.g. Blueprints, Experience Maps, CX Design Flows
- Leverage human-centered design when creating artifacts
- Completes research as necessary to build/ maintain knowledge related to industry, market, clients, and consumers, e.g. researching competition, best practices, etc.
- Responsible for stakeholder management and ongoing management of all artifacts

#### Roadmap Execution (35%)

- Lead and manage relationship directly with clients and other various stakeholders
- Collaborate with cross-functional partners and/or vendors to assess and diagnose data anomalies or breakdowns and provide relevant recommendations
- Collaborates with product, and project managers to define solutions and influence priority
- Creates CX updates for Client MBRs/ QBRs
- Reviews proposed product/process changes and provide feedback/recommendations
- Lead customer communication strategy for relevant clients/products/services

#### Customer Experience Improvement (35%)

- Perform analysis on available data including voice of the customer (VOC) listening posts (such as surveys), operational metrics, and other variables (program type, product type, etc.) to identify relationships, trends, and opportunities for improvement for the various products
- Perform root cause analysis, including sample audits and text-data mining, to determine drivers of both dissatisfaction and satisfaction
- Recommend improvements based on business cases created from findings, present suggestions to functional business leads.
- Lead resolution of breakdowns having a significant impact on NPS with relevant cross-functional teams when necessary

## Required Skills

### **Basic Qualifications Required - Experience, Skills, and Knowledge**

- Bachelor's degree or 3 yrs. equivalent work experience
- Bilingual in Japanese and English
- Minimum of 3 years' experience translating client/customer needs to changes in company policies, procedures, operations, and process flow maps
- Minimum of 3 years' experience leading projects cross-functionally or 3 years' experience in a client facing role managing relationships
- Strong cognitive skills, experience in root cause analysis, and ability to make decisions with minimal direction
- Basic understanding of best practices for implementing a voice-of-the-customer program, including selecting appropriate listening posts based on the channel and type of touchpoint
- Ability to organize both structured and unstructured data into charts, graphs, and tables for purposes of communicating information
- Basic analytical skills, including the ability to leverage critical thinking to evaluate and organize available data, identify relationships, and summarize results
- In-depth understanding of process improvement approach, including leveraging analysis and critical thinking to identify opportunities for improvement, and quickly evaluating potential solutions for feasibility & reasonableness. Able to identify key performance indicators to measure before & after changes to determine improvement effectiveness and identify unintended consequences
- Ability to create basic ROI model
- In-depth understanding of process improvement approach, including leveraging analysis and critical thinking to identify opportunities for improvement, and quickly evaluating potential solutions for feasibility & reasonableness
- Able to identify key performance indicators to measure before & after changes to determine improvement effectiveness and identify unintended consequences

### **Preferred Experience, Skills, and Knowledge**

- Master's degree
- Passionate about the customer experience and quality control
- Working knowledge of on-line analytics
- Basic understanding of agile principles and how to engage agile teams for delivery
- Operations experience with various channels used by customers to interact with us and provide feedback (face to face, telephone, website, mobile application)
- Basic understanding of user-centered design (UCD) process, including ability to support experience design initiatives in order to ensure an outside-in focus. Basic understanding of CX tools (e.g. Customer Journeys, etc.) including how to read and communicate documents, make minor updates to existing documents, and assist in the facilitation and

- creation of new documents
- Advanced experience Microsoft Office programs
  - Experience creating/updating documentation for company policies, procedures, and detailed process flow maps
  - Experience with different VOC tools and methods such as primary research and Net Promoter Score is desirable
  - Ability to work effectively in situations driven by deadlines or which require flexibility to approach and execution, and the ability to mentor and lead others
  - Requires incumbent to be self-motivated with strong organizational skills, including the ability to organize work efficiently, prioritize tasks and manage time to meet deadlines across multiple projects
  - Ability to lead projects end to end; obtain support through collaboration; leverages resources to maximize efficiency and results; facilitates the implementation and acceptance of change
  - Strong understanding of project management, including the ability to coordinate people and processes to ensure initiatives are delivered on-time. Able to identify dependencies and 'big rocks' early enough to either escalate or determine alternative solutions
  - Basic understanding of change management principles, including impacted party identification and ensuring education and support for changes prior to deployment
  - Proven experience leveraging in-depth understanding of the business including basic product constructs, servicing models, industries we serve, clients, and platforms to reach business objectives. Keeps up and with current developments and trends in areas of expertise. Understanding the interaction between these, how they impact the customer experience, and ability to identify opportunities for enhancements/efficiencies
  - Ability to communicate clearly and effectively with internal and external clients/stakeholders. This includes developing and presenting proposals, driving initiatives effectively, managing conflict. All communications (both verbal and written) are well written and clearly convey the required information; free of grammatical and spelling errors; inclusive of the appropriate level of detail given the intended audience; empathetic and on-tone for the particular situation. Works with others to resolve differences in a professional and productive manner. Ability to distill complex thoughts into understandable language for a broad range of audiences
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## Company Description