



## Customer Experience Manager

– based in Shanghai, China

We are an innovative and exciting mobile app startup focused on the alcohol delivery sector currently operating in Shanghai, Suzhou, Hong Kong and Singapore. We are looking for an experienced Customer Service Manager to provide excellent customer service and to promote this idea throughout the organization. The goal is to increase customer satisfaction, loyalty and retention and to meet their expectations.

Job location: Shanghai

Reporting to: Head of Global Operations

Position Start Date: *Immediate*

### Job Description

- Develop incredible and industry leading customer service experiences, engaging customers to be part of the BottlesXO community and building a reputation of consistency and quality
- Project the brand, concept and values of BottlesXO to frontline services and key customer touch points
- Understand the different markets and conditions BottlesXO operates within on a local level, tailoring customer experience strategy accordingly
- Develop innovative and engaging training content and programs for customer service personnel and delivery staff to follow
- Setup performance monitoring and evaluation frameworks. Providing visibility and accountability with a reward and recognition system for success
- Develop service procedures, policies and standards across the group
- Create a culture of passion for customer excellence within the department and across all customer touch points

### Requirements

- Proven working experience and demonstrable success in a customer experience focused environment
- 5+ years work experience in customer service position with 2+ years in a management role
- Experience in the e-commerce or retail highly preferred
- Excellent knowledge of management methods and techniques
- Ability to translate your skills to other employees through training and mentoring
- Fluent in English, Mandarin
- Excellent communication skills and ability to work with varied audiences
- Results Orientated with excellence in planning and execution
- Comfortable in a fast paced environment

If you are interested in and qualified for this position, please send your resume to email [jobs@bottlesxo.com](mailto:jobs@bottlesxo.com).