# **NSCA**

# **Sample Position Description**

# **Title:** Vice President of Client Experience

**Reports to:** President/General Manager

**Class:** Full-Time

**Type:** Salary

**Revised:** 9/15/20XX

**SUMMARY OF FUNCTIONS**

Drives and coordinates all aspects of the customer experience. This includes, but is not limited to: all projects under development, delivery, installation of products, and ongoing support of the customer. Ongoing monitoring of service profitability will be maximized by performing the following duties either personally or through subordinate team members.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Includes the following. Other duties may be assigned.

* Assists with the planning, development, and implementation of the organization’s customer experience policies and goals.
* Coordinates activities of Operations, Service, Managed Services, and Installation Departments to deliver exceptional results and maximize the Net Promoter scores for each customer.
* Build and execute a scalable service organization that continuously drives profitability by increasing productivity and efficiency while maintaining high customer satisfaction.
* Acts as an escalation point for all client issues and coordinates plans to resolve issues. This may mean coordination of resources throughout the entire organization.
* Analyzes financial reporting to monitor the profitability of the service department.

**SUPERVISORY RESPONSIBILITES**

Manages subordinate employees within Service and Managed Services Department. Is responsible for the direction, coordination and evaluation of these units. Carries out supervisory responsibilities in accordance with the organization’s policies and applicable laws. Additional responsibilities include: interviewing, hiring, training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION and/or EXPERIENCE**

Bachelor's degree (B.S. or B.A.) from four-year accredited college or university; 10 to 20 years related experience and/or training; or equivalent combination of education and experience.

**REASONING ABILITY**

Ability to apply operational concepts and thinking to improve the productivity and profitability in day to day operations and projects. Ability to use cognitive thinking to problem solve complex issues.

**PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

While performing the duties of this job, the employee may frequently be required to stand or walk.  The employee may also be required to use hands, fingers and arms to feel or reach.    Sitting, climbing, balancing, stooping, kneeling, crouching, or crawling may also occasionally be required.  The employee must be able to lift and/or move up to 50 pounds.  Although most work is performed inside, occasional outside activities may be required and are subject to seasonal temperature fluctuations.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**ORIENTATION AND TRAINING**

The employee in this job must be knowledgeable about and follow the company's safety policies and procedures as described in the company employee manual.

This job description does not list all the duties of the job. You may be asked by supervisors or management to perform other instructions and duties. You will be evaluated in part based upon your performance of the tasks listed in this job description.

Management has the right to revise this description at any time. The job description is not a contract for employment, and either you or the employer may terminate employment at any time, for any reason as outlined in the employee manual or other written agreement.