

Tribe Community Mgmt With ♥

Title: CX Specialist

Company: Tribe

Website: tribemgmt.com

Location: Vancouver, BC

Status: Full-Time, Contract

Role Overview

The Customer Experience (CX) Specialist is responsible for supporting and implementing the CX strategy while collaborating with multiple key internal and external stakeholders to support our company goals. The CX Specialist works closely with other departments, including product, service delivery, operations and more, upholding our collaborative culture to ensure consistency within our CX strategy, planning and support for team and corporate-wide goals.

This role reports directly to the Marketing Manager and will work closely alongside other Marketing and Communications department members, including the Director, Marketing and Communications, as well as other key department leads as part of understanding how our CX Strategy will apply to the whole company.

We are a collaborative team that works together to achieve our team and company goals, regardless of internal or external focus. We recognize each other's strengths and have frequent all-hands team brainstorming sessions to keep ideas fresh and flowing. This is a 6–12-month contract role with the opportunity of a full-time position after successful completion.

Note: This role will operate remotely in the short-term as per our company COVID policy, moving in-office as required.

You...

You are data-driven and people-focused. You are a creative thinker with a real talent for communications. You can simplify complex concepts and ideas that support our pillars of Informed, Educated and Connected.

Tribe

Community Mgmt With ♥

You are bold, straightforward and genuine, with a dash of humour. Above all, you value collaboration and being a part of a team.

Roles & Responsibilities

CX

- Support in reviewing and implementing the CX roadmap for the organization.
- Buyer personas creation.
- Customer Journey(s) Mapping.
- Cross-functional team integration and company-wide education.
- Collaborate and establish closed-loop analytics with internal teams (product, sales, service delivery and more) to develop and monitor strategic marketing initiatives.

Presentation design

- Design & create clear, visually impactful Keynote/PowerPoint presentations as needed.
- Create visually appealing program materials and presentations for internal and external use.

Customer Service

- Provide exceptional customer service to internal and external customers.

Knowledge, skills and abilities

- College Diploma/University Degree or equivalent in Business, Marketing, Communications or a related field
- Minimum of 2 years progressive experience working within a CX role and environment.
- Solid understanding of buyer persona creation and journey mapping techniques
- Stay up to date with the latest trends and changes with CX.
- Excellent communicator and creative thinker, with an ability to use data to inform all decisions.
- Proficiency with PowerPoint and Keynote
- Ability to manage large, complex integrated marketing programs and projects.

Tribe

Community Mgmt With ♥

- Excellent relationship-building, teamwork and collaborative skills
- Strong interpersonal skills with the ability to work independently and within a team environment.
- Strong planning, project management and organizational skills
- Demonstrated ability to function efficiently under pressure with constantly changing priorities and deadlines.

To succeed, you must...

- Be a team player and enjoy collaboration.
- Have outstanding presentation skills.
- Be a master of the written word.
- Understand the importance of brand.
- Have a passion for client service and problem-solving.
- Be a self-starter with a roll-up-your-sleeves attitude.
- Have excellent interpersonal and time management skills.
- Want to grow your career with the company.
- Most importantly – have a willingness to learn.

Our Company

We are a Canadian property-tech company specializing in residential community living product and service solutions. Our company roots are grounded in technology and strata management.

Our Mission is to provide the most comprehensive suite of products and services for building and managing residential communities, while our Vision is to change the way people experience community living, connect with their neighbours and interact with their homes.

Environment

Tribe is an innovation hub. Our team is continuously raising the bar for property management through the development of new operational processes and community-focused software. This can be tremendously exciting, as well as frustrating. Directions change and timelines can be delayed. It is important to have both energy and patience

Tribe Community Mgmt With ♥

Our Culture

We are a fast-paced, growing company of more than 60 employees. While we typically like to highlight our in-office ping-pong and foosball, kombucha tap and insta-worthy Treat Tuesdays...we are currently working under a phased approach to in-office operations depending on role, responsibility and current health guidelines. We have virtual Town Halls twice a month, match up staff for weekly remote coffee chats to stay connected, and hold virtual social activities. Most importantly we provide a flexible working environment and have a COVID committee that meets weekly to discuss current pandemic trends to ensure we keep you comfortable and well during these difficult times. Take a look at our Instagram account @tribe_mgmt to get a feel for our company.

Apply

Please send cover letter and resume to marketing@tribemgmt.com with subject as CX Specialist.