

Director of Customer Experience



About Acme Solutions

**Family-owned
business**

**B2B Service
Business**

75+ employees

**Founded in
2012**

Locations:



Columbia, Maryland
Baltimore, Maryland



Salary \$85,000 - \$100,000



Schedule/ Location

- 8:00am – 5:00pm Monday through Friday
- Columbia Location: 555 Main Street, Columbia Maryland 21045



Your Role

- Target Start Date on or before 10/31/2025
- Newly-created position due to company growth
- Take ownership of upgrading most of our current processes that we have outgrown
- Lead our in-person onsite customer service team of 20-25 people, including scheduling, new client onboarding, cancellations, and escalations
- Maintain KPIs and other metrics including call handling time, abandonment rate, etc.
- Ensure scheduling at least 100 new customer appointments each week via inbound and outbound inside sales
- Mentor our Team Leads to have on our bench for promotion
- Report to Vice President of Operations



Recurring Job Duties

- Lead daily team meetings Monday through Friday 8am to 9am (5 hours a week)
- Review and analyze daily customer service metrics and key performance indicators (KPIs), and input into reporting software (5 hours a week)
- Listen to inbound and outbound phone calls and complete call scoring, as well as listening to customer feedback, to create/improve training for the team (4 hours a week)
- Complete weekly 1-1s with each of your direct reports (4-6 hours a week)
- Attend weekly leadership team meetings (2 hours a week)
- Attend weekly meeting with marketing (1 hour a week)

Benefits:

- Relocation package available
- Eligible for benefits after 30 days
- Health Insurance (Aetna) with 50% company contribution
- Dental and Vision Insurance offered
- Short-term and Long-term Disability Insurance 100% paid by company
- Basic Group-Term Life Insurance 100% paid by company
- 401k Contribution with 5% match, no vesting period
- Pay day bi-weekly on Fridays
- Direct Deposit Available
- Paid-time off starts at 10 days per year and increases with tenure
- 3 weeks paid parental leave
- 8 paid holidays
- Employee discount
- Paid training



KPIs and Outcome-based goals

- Schedule 100+ client appointments per week for the current and upcoming weeks
- Achieve company-set team and individual key performance indicators (KPIs) and tracking metrics
- Hold team members accountable to following the script, providing appropriate level of service, etc. by walking around the team and observing what's going on
- Manage scheduling/shift planning
- Keeping up to date on customer experience best practices, including attending conferences/webinars as needed
- Preparing and improving strategic training to make our call center better
- Lead individual coaching with each employee as needed



Functional Responsibilities

- Customer experience
- Inside sales
- Client appointment scheduling
- Client email review and triaging
- Call reviews and scoring
- Escalated client issues and complaints
- Department management including hiring, firing, and performance management
- Mentor current Team Leader to be on the bench for the next Director of Customer Experience
- Prepare and manage the call center budget



Projects within the first 6 months

- Review and improve our call scoring system
- Implement and measure standard call center metrics – call handling time, average time in queue, service level, abandonment rate, speed of answer, etc.
- Build out measurable process improvements within the CX function
- Identify phone system equipment upgrades and implement new equipment and software
- Review and update current policies and procedures/ expectations for department employees
- Review and evaluate the current team to determine job fit
- Create a job description and hire for a Trainer
- Hire an Escalations manager

What you can expect in the Hiring Process:

- Submit application
- Phone interview (10-15 minutes)
- Virtual (Zoom or Teams) interview (60 minutes)
- Complete candidate assessment (emailed to you)
- In-person interview (90 minutes)
- Job offer and completion of pre-employment reference checks, etc.
- You're hired!

