

JD For CCO—Chief Customer Officer

Job Title: Chief Customer Officer (CCO)

Company: [Company Name]

Location: [City, State]

Job Summary:

The Chief Customer Officer (CCO) will be responsible for leading the company's customer strategy and for ensuring the organization is delivering the best possible customer experience. The CCO will work closely with the CEO and executive team to develop and implement plans for the company's growth and success.

Key Responsibilities:

- Develop and implement customer strategies that align with the company's overall goals and objectives
- Act as the voice of the customer internally and externally
- Lead the company's customer research and analysis efforts to determine customer needs and preferences
- Oversee the design, development and implementation of customer experience programs and initiatives
- Manage the company's customer service and support teams
- Continuously monitor and assess the company's customer needs and adjust strategies as needed
- Work closely with other departments to ensure a seamless customer experience across the company

Competency Requirements:

- Strong leadership and management skills
- Proven experience in customer strategy development and execution
- Strong understanding of customer needs and preferences
- Strong understanding of customer experience management
- Ability to lead teams and provide coaching and mentoring
- Strong analytical and problem-solving skills
- Excellent communication and interpersonal skills

Qualifications:

- Proven experience as a CCO or in a similar customer leadership role
- Bachelor's degree in business or a related field; advanced degree is a plus
- Minimum of 5 years of experience in a senior customer management role
- Strong work ethic and ability to work under pressure
- Passion for the industry and the company's mission