



Mind Your Language™

Perfect Communication

Customer Experience Manager

The Customer Experience Manager will be responsible for supporting the Client retention and growth strategy for Mind Your Language. Reporting to the Commercial Director and working closely with the business development and operations teams, he or she will deliver post-sales support; create up-sell and cross-sell opportunities and continue to increase Client retention rates.

He or she will be a highly experienced Client servicing professional with polished communication and problem-solving skills, and someone comfortable dealing with Client communications on a day-to-day basis.

SKILLS & ATTRIBUTES

- At least 5 years' working experience ideally in a customer experience, sales, marketing, sales support role in a B2B environment;
- Demonstrable track record in Client retention/account growth;
- Exceptionally team-oriented with an inclusive and collaborative way of working;
- Exceptional communication skills including a tactful and diplomatic communication style applicable to senior management and high-level decision makers;
- Ability to build Client relationships through a positive and engaging personality;
- Commercially savvy with the ability to identify business/sales opportunities;
- Ability to think outside the box and develop creative solutions to Client issues;
- Fluent in English and either Cantonese or Putonghua.

If you believe that Client satisfaction, integrity, teamwork and innovation are values that make a great business, you are the right kind of person for our team. Please send your CV with expected salary to recruitment@mylGlobal.com **Only Hong Kong-based candidates will be considered.**