

## Chase Value Jobs Manager Loyalty Alliances & Customer Services

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Company: Chase Value

Location: , , Pakistan

Category: sales-and-related

Chase Value Jobs Manager Loyalty Alliances & Customer Services:

Organization:Chase Value

Job Title:Manager Loyalty, Alliances & Customer Services:

Key Responsibilities:

Develop and implement loyalty programs and initiatives to enhance customer retention, engagement, and satisfaction.

Monitor and analyze customer data and insights to identify opportunities for loyalty program enhancements and personalized customer experiences.

Collaborate with cross-functional teams, including marketing, operations, and IT, to ensure seamless execution and integration of loyalty programs.

Manage customer service operations, including handling customer inquiries, complaints, and feedback in a timely and professional manner.

Establish and maintain customer service standards and procedures to deliver exceptional service and resolve customer issues effectively.

Implement systems and processes to track and analyze customer interactions and feedback to improve service delivery and customer satisfaction.

Provide leadership and guidance to the customer service team, including training, coaching, and performance management.

Develop and maintain strong relationships with key customers, addressing their needs and proactively seeking opportunities to enhance their loyalty.

Brand Collaboration with Leading vendors to provide benefit to loyalty Program and customers.

Identify and establish partnerships and alliances that align with the company's goals and values. Negotiate terms and agreements with potential partners.

Stay updated with industry trends, best practices, and emerging technologies in loyalty programs and customer service to drive innovation.

Monitor and evaluate customer service metrics, including customer satisfaction, Net Promoter Score (NPS), and other relevant KPIs, and develop strategies for continuous improvement.

Requirements:

- Bachelor's degree in business, marketing, or a related field.
- Proven experience in loyalty program management and customer service, preferably in a retail or service-oriented industry.
- Strong understanding of loyalty program strategies, customer relationship management, and customer service principles.
- Excellent leadership and people management skills to effectively lead and motivate a team.
- Exceptional communication and interpersonal skills to interact with customers, internal stakeholders, and cross-functional teams.
- Analytical mindset with the ability to interpret data, track performance metrics, and make data-driven decisions.
- Proficiency in CRM systems, loyalty program platforms, and customer service software.
- Ability to adapt to a fast-paced and dynamic environment, prioritize tasks, and meet deadlines.
- Customer-focused mindset with a passion for delivering excellent service and building strong customer relationships.
- Strong organizational and time management skills to manage multiple projects and initiatives.
- Ability to think strategically and develop innovative ideas to drive customer loyalty and satisfaction.

Note:

Read the job details in image carefully.

Apply only if your credentials match the job requirements.  
Candidates matching the job requirements will be considered.  
Only shortlisted candidates will be called for Test / Interview.  
Irrelevant/Incomplete applications will not be entertained.  
Apply before the last date.  
Applications received after last date will not be considered.

How to Apply:For More Details View The Image.

#J-18808-Ljbffr

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