



POSITION DESCRIPTION

TITLE: Customer Experience Manager

CATEGORY: Full-Time

FLSA: Exempt

LOCATION: Shawnee, KS

DEPARTMENT: Customer Experience

REPORTS TO: Customer Experience Director

SHIFT: Typically Monday through Friday 8:00 am - 5:00 pm

DATE: July 16, 2025

SUMMARY

The Customer Experience Manager is responsible for overseeing the Customer Experience Specialists, ensuring efficient and effective handling of customer inquiries, issues, and transactions. This role involves managing a team, achieving key performance indicators (KPIs), and maintaining high levels of customer satisfaction. The Customer Experience Manager also plays a key role in implementing call center strategies, managing quality assurance processes, and ensuring compliance with banking regulations.

ESSENTIAL DUTIES

- Oversee the Customer Experience Specialists, ensuring customer service excellence.
- Oversee real-time reporting and adjust resource allocation as necessary to ensure service levels are met during peak times.
- Monitor and manage metrics such as call volume, response time, and customer satisfaction to meet or exceed established targets.
- Ensure that the team follows best practices in answering customer calls, resolving issues, and providing relevant information regarding bank products and services.
- Ensure the availability of adequate resources (staff and training) to meet customer experience demands.
- Manage, mentor, and motivate a team of customer experience specialists, ensuring high morale and performance levels.
- Conduct regular one-on-one meetings, performance reviews, and coaching sessions with specialists to support professional development.
- Assist with hiring, training, and onboarding new employees, ensuring that staff is well-equipped to handle customer inquiries and support the bank's products and services.
- Ensure specialists are following proper procedures for identifying customer needs and resolving problems, and resolve escalated customer complaints and issues in a timely and satisfactory manner.
- Monitor customer feedback and implement changes to improve service delivery and customer satisfaction.



- Provide performance data and insights to the Customer Experience Director to help drive business decisions and process improvements.
- Review call recordings and conduct audits to ensure compliance with regulatory requirements, internal policies, and customer service standards.
- Collaborate with other departments (i.e., Retail) to ensure that the customer experience center is functioning effectively and efficiently.
- Ensure resources are used effectively to minimize costs while maintaining service levels.

SECONDARY DUTIES

The Customer Experience Manager performs duties specific to the position and other functions as assigned.

RESPONSIBILITIES

- Ensure compliance with all bank policies and procedures, as well as all applicable state and federal banking regulations.
- Treat people with respect, keep commitments, inspire the trust of others, work ethically and with integrity, uphold the bank's values, and accept responsibility for one's own actions.
- Demonstrate knowledge of and adherence to EEO policy, show respect and sensitivity for cultural differences, educate others on the value of diversity, promote a working environment free of harassment of any type, and value a diverse workforce.
- Follow policies and procedures, complete tasks accurately and on time, support the bank's goals and values, and benefit the bank through outside activities.
- Perform the position safely, without endangering the health or safety of yourself or others, and report potentially unsafe conditions to management. Comply with occupational safety and health standards and all rules, regulations, and orders issued pursuant to the OSHA Act of 1970 that are applicable to one's position at the bank.
- Possess and maintain a current driver's license and a vehicle with appropriate insurance coverage. Both are required to drive while performing assigned duties and responsibilities.
- Possess and maintain adequate skills in computer operation, including email, word processing, spreadsheet, and specialty software programs.
- Possess and maintain adequate typing skills to meet the needs of the position.
- Possess and maintain adequate math skills to meet the needs of the position. This may include the ability to count currency and coin, calculate interest, balance accounts, add, subtract, multiply, and locate routine mathematical errors.
- Practice effective and efficient organizational and time management skills.
- Be able to work with general supervision while performing duties.
- Use effective oral, written, and interpersonal communication skills. This includes the ability to apply common sense when carrying out instructions, interpreting documents, understanding procedures, writing reports and correspondence, and speaking clearly to customers and employees.
- Be able to deal with routine problems involving multiple facets and variables in standardized situations.

SUPERVISOR RESPONSIBILITY

The Customer Experience Manager is responsible for the supervision of the Customer Experience Department and carries out supervisory responsibilities in accordance with the bank's policies and applicable laws, ensuring adherence to EEO guidelines.

ENVIRONMENT, PHYSICAL & MENTAL DEMANDS

The environment for this position is primarily a non-confined office-type setting in which employees are free to move about at will. This environment may include some minor annoyances, such as noise, odors, drafts, temperatures, etc.

Physical demands include writing, typing, speaking, listening, lifting (up to 25 pounds), driving, carrying, seeing (such as close, color and peripheral vision, depth perception, and adjusted focus), sitting, walking, standing, squatting, kneeling, and reaching.

Mental demands include analytical reasoning, reading and understanding documents or instruments, performing detailed work, following directions, problem solving, providing effective customer or employee communication, performing accurate math calculations, understanding language, engaging in effective verbal and written communication, enduring stress, conducting multiple concurrent tasks, and withstanding constant interruptions.

Physical and mental demands also include correct usage of the following equipment: telephones, cellular phones, copy and fax machines, adding machines or calculators, encoders, money counters, credit card terminals, postage machines, cash recyclers, vaults, computers, and related printers.

Work environment characteristics, physical demands, and mental demands are representative of those an employee encounters while performing the essential functions of this job and represent the knowledge, skill, and/or ability required to perform the job in a satisfactory manner. Individual abilities may result in some deviation from these guidelines.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

QUALIFICATIONS

These qualifications are general guidelines normally considered essential to the satisfactory performance of this position. The specifications listed below are representative of the knowledge, skill, and/or ability required to perform the position in a satisfactory manner. Individual abilities may result in some deviations from these qualifications.

- Bachelor's degree in Business, Management, or a related field (preferred).
- 5+ years of experience in customer service, with at least 2 years in a leadership or managerial role within a customer experience center environment.
- Strong knowledge of customer service best practices, performance management, and call center operations.
- Proven experience in managing teams and driving performance to meet KPIs.
- Excellent leadership, communication, and interpersonal skills.
- Strong problem-solving skills and ability to handle complex customer situations.
- Familiarity with CRM software, call center technology, and performance-tracking tools.

- Ability to manage multiple priorities, work under pressure, and meet deadlines.
- Strong knowledge of banking products, services, and regulations.
- Ability to work additional or non-standard hours as needed to meet deadlines or respond to other situations requiring extended availability.

Management reserves the right to change this position description at any time according to business needs.

