



EMPLOYMENT OPPORTUNITY

Customer Experience Manager

Los Angeles (LAX)

Job Title: Customer Experience Manager

Reports to: Gym Manager

Location: Sender One LAX

Sender One Climbing is looking for an enthusiastic, self-motivated, proactive Customer Experience Manager to lead our Customer Experience Team! This is a gym level, full-time position. The ideal candidate is someone who is passionate in what they do and can provide customer experience support while working for a fast growing company.

What You'll Do:

- Build and sustain a customer experience staff and community culture that aligns with Sender One's core values, purpose, and brand promise
- Set the standard for performance and customer service; ensures a smooth delivery of quality customer service from frontline staff to client.
- Manage Customer Experience (CX) staff to ensure that the delivery of all customer service interactions are meeting company standards.
- Lead, manage and hold accountable all direct reports
- Ensure proper risk management practices are executed at all times in Sender City, fitness, and climbing areas.
- Respond to customer feedback through reviews, surveys, email, phone, and in person using the "Hug Your Haters" philosophy.
- Maintain a strong grasp in how other gym departments function. Along with the Gym Manager, oversee the execution of other departmental head responsibilities by the rest of the CX staff.
- Address and resolve staff conflict, along with performance and attitude problems.

You Are Someone Who:

- Embodies our Core Values;
- Motivates and leads others;
- Is passionate about customer service and the climbing gym industry;
- Sets goals, prioritizes tasks and projects, and measures results;

- Solves problems and thinks fast;
- Works efficiently with attention to detail;
- Works well in both an individual and a collaborative environment;
- Thinks independently and creatively;
- Functions at a high level in stressful situations;
- Takes initiative without prompting;
- Embraces change when necessary and manages it when it comes.

Experience You Bring:

- At least 1 year of management experience in a customer service industry
- Experience hiring, training, and developing a team of 10 or more
- Excellent customer facing experience and skills

Your Time Commitment:

- 38+ hours per week
- Work regular frontline shifts across departments
- Attend weekly, monthly, and quarterly department and gym meetings

Perks of Being on the Sender One Team:

- Free membership for you and one other
- Discounted membership for immediate family (parents, children, siblings)
- Discounts and Pro-Deals on retail and climbing/outdoor gear
- 30% off staff discount in our retail shop
- Staff events
- Additional Benefits Include:
 - Health, Dental, and Vision Insurance
 - Life Insurance and Pet Insurance referral (FIGO)
 - 401k (*temporarily not matching due to Covid/closures*)
 - Accruing PTO (Vacation)
 - 2 Personal Days a year

Employee Conduct:

Sender One employees are responsible for following rules of conduct based on honesty, good taste, fair play, courtesy, safety, and professionalism when interacting with co-workers, customers, and vendors.

APPLY HERE