



CUSTOMER EXPERIENCE MANAGER

SILVER GOLD BULL

AccessHR is pleased to partner with Silver Gold Bull in the recruitment of a full-time, permanent Customer Experience Manager.

ABOUT SILVER GOLD BULL

Silver Gold Bull is Canada's largest dealer of precious metals for the retail market and is proudly Alberta-based. We believe in precious metals as a safe store of value and exist to make them accessible to everyone.

OUR CORE VALUES

We live our core values; these are not just words on the wall.

Customer Obsession: *We will provide the very best customer experience*

Growth: *We value curiosity as a catalyst to growth, personally and professionally*

Trust: *Trust permeates every aspect of our business, our people, and the service we provide*

Humility: *We are confident yet humble and believe in serving first*

POSITION SUMMARY

This is a key role at the heart of our customer-facing team, dedicated to embodying our customer obsession while leading our in-house Customer Experience Team. You will be a mentor, coach, and guiding hand for a team of 8 Customer Experience professionals, balancing sales responsibilities while ensuring a top tier customer experience.

KEY DELIVERABLES

Model empathetic and customer-focused behaviours.

Recruit, on-board, and train new team members.

Review and manage individual performance; provide clear, immediate feedback and training.

Handle escalation calls while embodying customer obsession.

First point-of-contact for questions on sales, policies, and procedures.

Lead weekly team meetings and participate in marketing, operations, and payment team meetings.

Look for ways to improve processes; present a vision and a path to achieve that vision.

QUALIFICATIONS

Servant leadership style that comes through in interactions with customers, direct reports, & peers.

Expertise in recruitment, performance management, and employee engagement and development.

Outstanding interpersonal relationship building and coaching skills.

Open minded and understanding of other perspectives, beliefs, and viewpoints.
Takes business seriously but not self; promotes team and gives them the limelight.
Eager to work in a fun, active, open environment.

EXPERIENCE

3+ years of leadership experience, preferably in a customer-focused sales, e-commerce, or contact center environment.

ASSETS

Interest and knowledge of economy and stock markets.
Bilingual, English & French.

WHAT WE OFFER

Competitive compensation plan including discretionary bonus, generous vacation allowance, benefits plan, and flex days.

On-site parking and employee discount.

Casual dress and informal work environment.

Measured 60-to-90-day onboarding program for successful candidate.

Fun perks including weekly lunches, bi-monthly team events, and weekly team gatherings.

Pending move to new office and facility close to the airport with gymnasium and lounge.

POSITION REQUIREMENTS

This is an in-office position with very little opportunity to work from home.

No relocation allowance available.

APPLY

We are goal-oriented and driven by our metrics to constantly improve and evolve. Our company culture is respectful and focused on growth, both for our company and everyone we work with. We will support your career development path and give you skills that will serve you for the rest of your life.

This is a great opportunity to join a progressive, supportive, and highly dedicated team. If this sounds like the right opportunity for you, please apply.

Interested candidates are invited to apply with a cover letter and resume by email to recruiting@accesshrinc.com. Please indicate "Customer Experience Manager" in the subject line of your email. **The position posting will close at 6:00 pm on May 23rd, 2023.**

All applicants will receive a personalized response and candidates under consideration will be contacted directly. Please be advised that applications will be monitored daily, and interviews may be scheduled throughout the posting period.