

Reporting to the Vice President of Marketing and Solutions, the Customer Experience Solution Lead position is a leadership role on the Solutions Team and serves as the Customer Experience (CX) subject matter expert for Bellomy. CX is one of Bellomy's core solution areas and is expected to be a key growth driver. Our current industry focus is Utilities and we have high growth potential both within this industry and in other related industries. This role will have substantial interaction with our Sales and Account Teams to support business development, client consultation, and project execution. It will also include working closely with our Technology team to ensure our offer is highly competitive and has efficient execution. The position has a moderate amount of client interaction, but will involve highly important issues such as business development and solving client challenges when that interaction occurs.

Responsibilities:

Solution Leadership Lead the development of our CX solutions. Provide a high level of subject matter expertise that helps Bellomy achieve our objective to create solutions that have a distinct point of view, are differentiated, and leverage our proprietary technology.

Sales Support Support sales efforts, including collaborating with our Sales team to identify and pursue new business opportunities and responding to proposal requests for our CX solutions. Lead the development of our CX sales materials.

Thought Leadership This role is a thought leadership position and will contribute to Marketing efforts that will enhance the perception of Bellomy as a CX solution provider. These may include blogs and other social media vehicles, conference presentations and other industry forums.

Project consultation Provide consultative leadership particularly in the design and implementation of CX programs.

Team development While this role will begin as an individual contributor, there is room for growth and the potential to lead a team of CX specialists as we scale-up the solution.

Skills:

- Broad and deep knowledge of modern CX approaches and the ability to stay current as new approaches develop
- Strong client collaboration skills as this role will have interaction with existing and potential clients as Bellomy's subject matter expert
- Proven ability to design and implement CX programs in a consultative capacity
- Creative problem solving skills that can be used to generate client satisfaction and ensure Bellomy's business objectives are being met
- Thought leadership skills to identify and implement solution enhancements that keep our offer highly competitive
- Knowledge of the Utilities industry including the specific CX needs of companies in this industry
- In-depth understanding of core CX technology such as data requirements, data visualization and dashboards, operational integration, closing the loop, and others.
- Strong competitive insight to identify and understand the strengths and weaknesses of competitive offers
- Understanding of solution financials and the drivers of cost and profit

CX solution lead



Experience:

- Minimum of 10 years of CX experience across the program lifecycle: design, build, run, enhance
- At least five years of experience in a CX leadership role with significant client interaction, ideally with a CX, marketing research, or management consulting firm
- At least three years of CX experience working with Utility clients
- Additional experience in a CX role on the client side is preferred but not required

Education:

- Must have a bachelor's degree in a related field
- A master's degree in market research or business is preferred but not required
- Professional certification, such as CCXP, is preferred but not required

About us:

Bellomy is a dynamic market intelligence consultancy that provides strategic, data-driven insight to our national client base. This position, located at our headquarters in Winston Salem, NC, offers the opportunity to work with leading-edge technology and passionate, highly experienced professionals in a collaborative, team-focused environment. Innovative solutions and actionable insights drive our business.

Qualified candidates: please send **RÉSUMÉ + SALARY REQUIREMENTS** to careers@bellomy.com. No phone calls please.