

## System Automation Corporation Director, Customer Experience

**Reports to:** President

**Location:** Columbia, Maryland

**Career track:** This position is on a track to become the vice president of customer experience. Qualified applicants should be ready to grow with the company and have a passion for delivering best-in-class services with a focus on customer experience.

**Position summary:** Serves as the program manager for the firm's delivery and support services. Holds P&L responsibilities; develops and establishes department standards and procedures; assigns, directs and coordinates the work of the delivery and support services staff, providing technical support and direction. Also functions as a business development representative identifying new opportunities for the firm, and converting opportunities to revenue. Contributes to the firm's overall approach to providing a great customer experience.

**Compensation:** Base salary commensurate with experience; commission for opportunities identified and managed to close; participation in senior management bonus pool.

### Key Responsibilities

#### Customer Support / Experience

- Interfaces with clients on a daily basis via email and phone; makes on-site visits to clients as necessary
- Monitors and reports to the company president on customer experience trends, and proposes effective customer experience strategies
- Proactively recommends actions to maximize resource utilization and to reduce mean resolution time to customer issues
- Maintains outstanding client relationships by diagnosing client needs and working closely with the development manager to ensure that application issues or bugs are addressed in a timely fashion, and that the final product / solution is of appropriate quality and meets or exceeds client expectations

#### Management

- Holds P&L responsibilities for the Application Delivery and Customer Support Teams, with a focus on contribution margin
- Provides oversight and leadership to the Customer Support and Application Delivery Teams, including:
  - Process documentation and institutionalization
  - Financial management and budgeting for all delivery and services engagements
  - Risk and issue management for application delivery projects

- Develops, implements, and manages (through collaboration with the executive team) incentive programs that align reward with high performance and customer satisfaction
- Manages the team's overall resource allocation and time-charging to assign new resources and manage a healthy workload for each team member
- Manages the work and project / time allocation of project managers and implementation specialists, ensuring that all contractual deliverables and milestones are met according to approved project plans
- Conducts daily status meetings with application delivery and customer support team members
- Conducts weekly project status meetings with the company president and project and operations managers
- Provides team members with the appropriate training, tools, direction, and motivation to enable their success

### **Business Development**

- Identifies new business development opportunities and converts these opportunities to revenue; acts as an account manager as necessary

### **Specifics**

- Thinks strategically and proactively to identify product and implementation issues and improvements, and continually communicate with president, offering solutions and taking ownership of problem resolution
- Acts as a champion for a corporate culture of customer experience, respect, responsiveness, fun and professionalism, product and customer satisfaction, trust, creativity, and commitment
- Builds and maintains trust throughout the organization by demonstrating leadership of the delivery and support business unit and demonstrating customer experience across all teams
- Understands SA's business, its services and customers. Makes the business case for delivery and support services initiatives, policies and practices

### **Knowledge, Skills and Abilities**

- Basic understanding of computer/database concepts
- Proficient knowledge of the fundamentals of project management
- Knowledge of Microsoft Project
- Strong leadership skills and the ability to take initiative and effect change
- Highly developed coaching and mentoring skills
- Ability to lead people and deal with diverse personalities and attitudes
- Excellent customer service skills; ability to communicate effectively when dealing with difficult customer issues
- Ability to interact and work professionally with clients and employees at every level of the organization

- Outstanding verbal communication / listening skills: Ability to give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times
- Outstanding written expression skills: Ability to communicate information and ideas in writing so others will understand
- Professional, positive and enthusiastic attitude
- Ability to manage multiple clients and projects / tasks simultaneously
- Ability to troubleshoot and problem-solve tenaciously
- Ability to travel up to 25%

### Qualifications

- Bachelor of Science in business administration, engineering, computer science or related fields of study, or equivalent years of experience
- Master's degree preferred (business administration, computer science, engineering, or related fields of study)
- Over eight years of related experience in a software development company
- Experience managing teams of ten or more employees across multiple projects focusing on client delivery and support

### About the Company

Located in Columbia, Maryland, System Automation Corp. (SA) is one of the nation's leading providers of regulatory management software and services to government and private-sector organizations. SA exists to automate regulatory compliance and deliver a great customer experience. We believe that empowering our clients to address regulatory challenges is an important part of protecting the general public and making the world a better place.

Our values inspire us to provide a great customer experience:

- Respect
- Accountability
- Integrity
- Honesty
- Empathy
- Responsiveness

To apply for this position, please submit a cover letter and resume to [resumes@systemautomation.com](mailto:resumes@systemautomation.com)