

Turkey Jobs Expertini®

CX & Process Design Lead

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Company: Vodafone

Location: Istanbul

Category: other-general

What you'll do

Your dream job does exist.

Discover it at Vodafone!

We are looking for a **CX&Process Design Lead**.

First things first: Our Brand.

Here are the key behaviours that help us bring our Spirit and Purpose to life:

- Earn customer loyalty: Small things do matter.
- Experiment, learn fast: Just take the chance.
- Create the future: That's possible.
- Get it done, together: It's up to each of us to make it happen.

Here, everyone can feel free to be themselves and express their ideas.

We are proud to have the most flexible #hybrid way of working in Turkey.

Together with your team, you can decide which days to come to the office depending on your work requirements.

Another favorite: Meeting-free afternoons! Every Friday, arrival of the noon means we can start to take it easy: spend time working on our personal development or catching up with our team. We call this #CumaKafası (Friday mood).

And yes we are Agile! The world is constantly changing. And we cannot afford not to!

Our journey began by simplifying our organizational model and transforming into a more

agile structure that now we use extensively, especially in our development processes.

Why is this role really critical to us?

Works in close cooperation with all teams with the spirit of Vodafone and designs the perfect customer experience for Vodafone business customers. Analyse, optimize and document processes, recommending improvements and evaluating the efficiency of changes made to our business processes.

How will you spend your time at Vodafone?

Mapping out comprehensive and detailed customer journeys, ensuring that every touchpoint is engaging and adds value to the customer experience.

Analyzing Net Promoter Score (NPS) feedback to identify opportunities for improvement and implementing strategies to enhance customer satisfaction and loyalty.

Developing and refining customer personas based on in-depth research, including gathering insights on customer needs, behaviors, and pain points.

Leading CX actions closely with cross-functional teams to execute CX strategies effectively.

Designing and implementing feedback loops to continuously improve the customer experience based on direct customer feedback and behavioral data.

Communicating strategic plans and insights to senior management through clear, compelling presentations, effectively conveying the importance of customer-centric initiatives.

Utilizing data-driven approaches to measure the impact of CX initiatives on customer satisfaction and business outcomes, making adjustments as necessary to achieve desired results.

You are just the person we've been looking for, if you have:

A bachelor's degree in Engineering, Mathematics, Business, or a related field from a respectable university

A minimum of 2-3 years of experience in CX design, customer journey mapping, or a related field, with a proven track record of leading and executing impactful projects.

Exceptional verbal and written communication skills in English, with the ability to articulate complex concepts clearly and persuasively.

Strong leadership qualities that foster team collaboration, creativity, and innovation.

Advanced presentation skills, experienced in presenting complex ideas and strategies to senior management and securing their buy-in.

A strategic thinker with the ability to merge customer insights with business goals to develop actionable CX strategies that drive business success.

Get to know us

If you want to know more about us and what we do, then visit our website:

Instagram:

Youtube:

This role has a #Hybrid working model

Wait for it: Our benefits!

We like to keep them flexible:

- Vflexy: Flexible Benefits Program
- Hybrid working kit
- Ergonomic kit allowance
- Digital meal voucher
- Flexible transportation allowance.
- Employee assistance hotline & counselling
- Comprehensive and flexible private health insurance
- Discounted price deals for wide range of products & services

Plus, plenty more to enjoy!

#LI-Hybrid

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