

# Customer Experience Expert

Ideas at Work is currently looking to hire a **Customer Experience Expert**. Are you passionate about what drives great brands and turning customer insights into a competitive advantage? We invite you to explore this opportunity!

## *About us*

Ideas at Work is a leading Belgian management consulting company offering consulting, training and coaching services and solutions to renowned companies, mainly in the Banking, Insurance, Telecom & Utilities and Social & Health industries. When clients rethink their processes and culture to be able to respond to rapidly changing and evolving market demands, we help them with increasing customer focus, improving (cost)efficiency, and developing a more people driven and results oriented business environment.

### ***Professionalism***

### ***Openness***

### ***Initiative***

### ***Fun***

Collaborative partnerships, an open culture and appreciation for initiative contribute to our professionalism and the pleasure we take out of our work. At Ideas at Work, substance prevails over form. We are passionate about continuous development of subject matter expertise and managerial skills.

## *The purpose of the role*

**We aim to expand our capacity for managing CX projects in the context of large and complex organisations, mainly in the above-mentioned service industries. With our clients, you will define the required actions and guidelines to implement their Customer Experience vision and strategy. What drives you is to listen to, integrate, analyse and act on the voice of the customer enabling you to focus on insights that will have great impact.**

**In this role, you will also be a driver for the 'Ideas at Work Solution Lead' for your specific area of expertise, developing the continuous improvement strategy of our service offering and delivery, integrating new developments and developing new business in collaboration with our Sales team.**

### *What we are looking for*

- At least 8 years of project management or consultancy track record, of which at least 5 years of deploying customer experience tools and methodologies.
- A curious mind, following trends and developments including, but not limited to, customer experience, customer engagement, company branding, measurement and analysis, customer centric behaviours, transformation strategy and customer journey mapping.
- Someone our clients will refer to as being very reliable and with a natural talent for engaging customers and all other stakeholders involved in the journey. They note you easily blend in, are a good listener and skilfully get to the essence of matters.
- A change leader, able to overcome resistance when required.
- A co-creator, someone who leads by example, motivating and inspiring team members to strive for excellence.
- A colleague that will enjoy communicating and promoting the Ideas at Work brand in English, Dutch and French.

### *What does Ideas at Work offer you?*

- Our solid reputation in supporting key optimisation and transformation journeys within a wide range of top companies.
- A role with impact, helping companies across multiple industries to discover how to improve their customers' experience and coaching team members increasing their professional value for the business.
- A flat organisation with an HR policy that values individual contributions, initiative, accuracy and autonomy.
- An open, collaborative and highly professional work environment that promotes knowledge sharing.
- A healthy work-life balance, fostering creativity, innovation and positive, long-term collaborations.

Our offices are at Jetselaan 28, in 1081 Brussels. Our clients are located in Belgium.

Do you feel like joining Ideas at Work? Send your cv to [recruitment@ideasatwork.be](mailto:recruitment@ideasatwork.be). We will get back to you asap. We are looking forward to meeting you!

To learn more about us: [www.ideasatwork.be](http://www.ideasatwork.be) and follow us on [LinkedIn](#).



[www.ideasatwork.be](http://www.ideasatwork.be)