

5500 18 Mile Road
Sterling Heights, MI 48314
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Job Title: Customer Experience Team Lead
Location: LA (Manager position)
Department: Customer Service
Reports to: PEC Operations Manager/Account Lead

Position Objective:

Responsible for managing the five-member Customer Experience Team across a range of tasks at the Porsche Experience Center Los Angeles (PEC LA).

Primary Responsibilities

- Manage the Customer Experience Team to effectively cover team responsibilities, meet team goals, promote/upsell experiences and provide exceptional customer service to PEC LA customers.
- Oversight and management of required weekly and ad-hoc reports for PEC managers.
- Ensure appropriate operation of the PEC reception desk assisting customers with check-in, walk-in bookings and all other point-of-contact needs for customers of the PEC LA.
- Ensure proper management of customer experience team on the phone system: answering phones within certain parameters, using the Porsche website effectively to book customer experiences and adjusting to changing customer needs and requests.
- Evaluate individual performances of team members, provide training and create personal development plans as needed.
- Provide agency management with accurate time sheets and any documentation relating to human resource issues for all team members.
- Maintain an in-depth knowledge of PEC LA operations to work effectively with other PEC LA teams, namely the Drive Team and Events Team, to provide a high-level of seamless customer service and care.
- First point-of-contact for customer complaints following PEC LA escalation process; maintenance of the PEC LA compliment & complaint log.
- Manage special projects, VIP bookings and facility tours on an as-needed basis.
- Internal website management: building programs, vehicle fleet management and venue capacity and booking calendar updates.
- Weekly Reports
- KPI Report: Number of retail drive experiences, number of demonstration laps, number of simulator lab bookings, number of PEC LA visitors, total dollar value of drive experiences, number of new bookings and total dollar value and number of gift vouchers sold/redeemed
- Customer Experience Team call log: number of incoming calls for PEC LA, number of PorscheDriving.com emails and reason-for-call data
- AVAYA phone system reporting
- Visitor Log report sent to PCNA

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Processes & Guidelines: develop, implement and maintain the:

- PEC LA Customer Experience Team Process Document
- PEC LA Complaint Process & Log
- PEC LA Compliment Process & Log
- PEC LA Facility Tour Guideline
- PEC LA Call Contact guideline / script
- PEC LA Call Contact Q&A list / Lessons Learned / Best Practice Log
- Team training strategy and calendar
- Team PAG / PCNA news update concept
- The CET Training Concept

Detailed oversight of customer experience team for the following areas:

Emails

- Maintain PEC LA main inbox
- Personal / Direct emails
- Respond and/or forward all emails to appropriate Teams
- Social media inbox messages respond and/or forward to appropriate Teams

Phone System

- Customers using the Porsche Driving contact number 1-888-204-7474
- Answer incoming calls
- Return voicemails from calls received after hours and throughout the day
- Maintain manual call logs: how they heard about us, reason for calling, and trending comments or complaints
- Calls include: creating new bookings, rescheduling or cancelling existing bookings, answering general questions and processing gift voucher orders

PEC LA Reception Desk

- Welcome and check-in retail and corporate event guests: validate driver's license, oversee waiver signing, distribute name badges, charge damage limitations, process payments/refunds for experience modifications and update badges
- Print and stock liability waivers (update as necessary)
- Assist walk-in customers by providing general information and/or booking an experience
- Communicate with PEC LA Teams regarding late/early arrivals, last minute changes/requests, special guests, emergencies, etc.
- Guide the customers on property to the amenities: Sim Lab, Restaurant 917, Speedster Café and PMNA.
- Provide customers with information regarding the display vehicles and general Porsche knowledge
- Upselling Simulator Lab and other experiences to maximize the utilization of PEC LA customer offerings.

Administrative Office

- Constant communication with internal departments & teams to create daily logistical plans for retail customers, internal guests and corporate groups



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- Management of online bookings calendar
- Communicate to drive team last minute bookings, changes to bookings and/or customer requests
- Website maintenance: updating products (new and existing), available/unavailable dates, photos, confirmation packets, available/unavailable cars and FAQ
- Work with website team to identify and fix system issues involving front- and back-end retail bookings
- Assist with monthly finance reports: research missing transactions and manually update bookings that were not recorded correctly by the system
- Create badges for all retail customers of the PEC and manage printing and lanyard inventory
- Management of hard copy documents through Iron Mountain
- Process, create, and record internal bookings and voucher purchases

Corporate Events

- Assist the Events Team with corporate event preparation badge printing, lanyard production and event check-in
- Forward potential leads to Events Team
- Attend weekly Events Meeting

Qualifications:

- **Education:** BA/BS degree or advanced degree required
- **Experience:**
 - 3-5 years of experience in customer service, marketing or closely-related field
 - Experience managing a team of 3+
 - Experience in producing detailed financial and sales reports
 - Sales and marketing experience with premium brands; automotive preferred
 - Familiarity with the contractor business model

Skills:

- Proficient computer skills including all Microsoft office applications
- Ability to multitask, produce high-quality work product
- Strong attention to detail
- Excellent verbal and written communication skills
- Familiar with sales and upselling techniques
- Adept at being able to adapt offerings to fit each customer's needs
- Ability to connect with customers
- Team player in a fast-paced environment