



CUSTOMER EXPERIENCE OPERATIONS

Are you drawn to innovation?

Are you inspired by the entrepreneurial mindset and embrace new ways of thinking?

Do you want to work alongside the people who are committed to improving lives and driving the evolution of our world?

If you can answer yes, to these three questions. Then we want to hear from you.

CED is seeking an operations executive that has a thirst for innovation with the desire to support entrepreneurs and their companies currently scaling in the Triangle region.

CED is an established and well respected nonprofit organization that has been in operation for nearly 40 years. Since its inception, it has acted as a convener of the ecosystem supporting entrepreneurs, a liaison to founders building scalable companies, a provider educating new entrepreneurs as they take the leap into entrepreneurship, and a partner to other resources with aligned missions.

Mission:

We connect entrepreneurial companies with high-value resources that accelerate business growth.

Value Proposition:

With entrepreneurs and partners being essential to CED's organizational structure, having a meaningful message that resonates across these relationships is key. Entrepreneurs receive direct benefit from CED branded services, programs and engagement opportunities. Where our corporate partners, investors and community collaborators provide resources for these companies that enable them to go farther, faster.

DUTIES AND RESPONSIBILITIES:

- Serve as a primary connection point between our customers, the CED team, and daily operations
- Drive and maintain accountability across the organization to ensure that KPIs and impact metrics are achieved.
- Design and execute entrepreneur and partner programming that maximizes engagement.
- Drive the project planning and execution processes for programs/events while leveraging productivity tools like Asana, Mailchimp and FormAssembly. Strong proficiency in database management, running reports and managing KPI dashboards in Salesforce.
- Design customer communications in conjunction with the Marketing Manager, to be deployed through various channels.

- Create an intern program and recruit through established university relationships.
- Provide insights, suggestions, and feedback to the CEO and play an active role in process improvement for how CED delivers value to its customers

This role is positioned to take on a substantial amount of responsibility in the next 18-24 months, as new initiatives for the organization develop. We are looking for a professional who is ready to take on a leadership role with the desire to ultimately design and lead the customer experience across the organization. This role will report directly to the CEO and will have the opportunity to hire one additional team member to support the responsibilities of the customer experience function.

WHO YOU ARE AS A HUMAN

- An intimate respect for process and the people who contribute to work flows.
- Live by the philosophy that there is always a better way to do things
- Naturally believe that the customer should be at the center of every decision made
- Curious with a strong drive, as lifelong learner

YOUR PAST ADVENTURES INCLUDE

- Longevity in a customer-facing role where you were successful in growing and supporting a variety of customer personas
- Successfully communicated and actively listened to understand the needs of internal teams and external customers to improve outcomes
- Consulted, sourced, and implemented new tools to increase productivity for teams
- Thrived in an environment that was rapidly growing and changing
- Successfully persuaded colleagues to take a different approach to addressing a customer need

*Some **personal qualities** we find attractive at CED are an adaptive nature, intrinsically motivated, warm, friendly, and highly collaborative.*

Please submit a statement of interest and resume to admin@cednc.org.