

Resonate Job Description

Position: Communications Navigator
Reporting to: Customer Experience Specialist

Purpose:

To support Resonate studio teams and customers by ensuring the highest standard of customer care and exceeding an NPS score of 80. This role delivers exceptional customer service beyond our studio doors. It guarantees that both new and existing customers receive industry-leading care and attention. This is achieved by effectively managing and maintaining all lines of communication outside our studios. Your main tools for delivery will include our assist phone line, HubSpot, Compass, live chat, and any other communication channels we may engage with in the future.

Key responsibilities and duties:

- Be customer-obsessed; deliver cleverly simple solutions and support through exceptional customer experiences.
- Maintain and update the customer database with accuracy to support effective communication.
- Oversee customer communications via HubSpot, prioritising subscribers' understanding of the value of their participation in long-term hearing healthcare.
- Assist customers with hearing aid troubleshooting, including adjustments and connectivity support.
- Ensure all customer communications are purposeful and well-considered.
- Ensure all actions for studio teams are well documented in Monday.com and Compass.
- Ensure timely responses via HubSpot, SMS, and phone, adhering to agreed response times.
- Support Resonate's success by ensuring consistent processes and maintaining a zero-harm health & safety record.
- Participate in a lively team culture; be engaged in Resonate activities and team growth.
- Adheres to the Resonate Code of Conduct and delegation of authority at all times.

Consider and ensure the Resonate values are represented, and part of every dealing and interaction. People, not patients; Trust through transparency; Seamless collaboration. Ensure **whanaungatanga** is a value and guiding principle when engaging with customers or partners.

Key Measures of Success:

1. Support the retention of Resonate Unlimited subscribers to the agreed long-term business plan goals.
2. Increase the number of new subscribers and Ear360 appointments with engaging conversations and purposeful engagement in hearing health outcomes.
3. Ensure that the Resonate database is expertly managed, keep customer records up to date, and coordinate necessary updates with studio teams.
4. Maintain or exceed an NPS score of 80 nationally.
5. Ensure the national call answer rate does not fall below 85% (no more than 15% of calls go to voicemail).
6. Maintain a zero-harm health & safety record.
7. Other measures agreed with Resonate from time to time.