

Argentina Jobs Expertini®

Technical Program Manager

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Company: Mindbody

Location: Argentina

Category: arts-design-entertainment-sports-and-media

We're revolutionizing the fitness & wellness industry, and we're looking for talented people to help us do it. Mindbody + ClassPass bring together the best of both sides of the market: Mindbody is the industry's most trusted all-in-one technology platform; ClassPass is one of the most popular apps for fitness & self-care enthusiasts. Together we're partnering with more than 70, fitness studios, gyms, salons, and spas around the world. We're not just another tech company—we're far and away the leader of our industry. So join the team, work with mission-led people, and enjoy amazing benefits. Let's see what we can accomplish together!

Who we are

We're a passionate team, laser-focused on delivering phenomenal customer experiences at every turn. We're dedicated to building customer loyalty through valuable tech and work hard to foster an innovative and collaborative environment balanced with personal and professional growth. We believe that happy team members create happy customers.

About the right team member

You're always thinking about ways to make a process or a workflow better. Taking a structured approach to solving problems and finding insights from testing and learning is one of your skills - whether your hypothesis was right or not. You have a passion for technology and finding ways to optimize existing tools or search out other tools that can solve an internal pain point. A whiz with data, you're able to tell a story with the process improvements you make for the CX team and customers. You don't believe in doing things the same way they've always been done—you recognize the opportunity for change and understand the right way to position information to internal stakeholders to get them on board.

About the role

Manage the daily operations of multiple platforms and tools (e.g., Bot, Salesforce) used by the CX team and B: B customers.

Translate business requirements into solution needs by understanding the stakeholders' business needs and opportunities, creating detailed requirements, potentially conducting an RFP for a third-party solution, and defining the integrations required to deliver an end-to-end solution.

Work with vendors and internal Mindbody technical stakeholders to find ways to maximize existing tools and implement/integrate new tools into the CX ecosystem.

Lead initiatives to enable customers to self-serve and find ways to reduce friction for customers and CX Associates.

Assist the Enablement team with building training and educating the CX team about the process improvements you lead.

Represent the CX team on cross-functional initiatives that impact CX Associates to ensure the design and CX workflow are improved.

Become the resident expert on internal defects and quantify their impact; work with cross-functional teams to prioritize a fix.

Skills & experience

Proficient in Salesforce.

Comfortable with large data sets and familiarity with SQL, Tableau, and Excel.

Self-starter who figures out how to get it done.

Passionate about constant improvement and tackling operational challenges, proposing solutions, and measuring their impact.

Enjoys owning a program or initiative from end to end.

Excellent written and verbal communication skills in English.

Experience working with technical partners and translating business requirements into

solutions for a team.

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