

Builder Experience Coordinator

HXP wants to be an organization who really knows exactly who our customers are. This is where you come in. You will be in charge of creating and running our "Band of Builders." We want a focus group of our customers in the office as often as possible, hanging out in our Builder lounge. This person would also help our other teams at HXP understand who our Builders are and utilize the Builder's experiences to help better every team.

This role requires someone who can look at our customer journey and identify areas to improve the experience—where we can add personal touchpoints and make the preparation for the trip as unforgettable as the trip itself. This role would organize the individual personal touchpoints, help design the online experience and problem solve any customer road bumps they encounter throughout the year. In addition, this role would help facilitate, plan and market in-person events. As our organization grows, we want our customers to still feel a personal connection to who we are. This person would be able to facilitate that feeling of closeness, while still orchestrating 7,000+ individuals.

This person displays a high degree of emotional intelligence and situational awareness. They have a habit of respect for others and integrity. They are extremely organized in both their personal and professional lives. Ultimately, this person finds deep meaning and purpose in loving God and loving people.

Responsibilities Include, But Are Not Limited To

- Developing a personal relationship with the Builder focus group who come
- Improving and executing our customer journey
- Plan, execute and market in-person events for 7,000+

Who you are

- Strong communication skills and interpersonal skills
- Seeks world-class work and takes extreme ownership of their team
- Able to work through difficult or ambiguous situations with adults in a professional manner
- Comfortable working at a very fast pace; flexibility is a must
- Proven ability to successfully juggle and prioritize multiple tasks and projects
- Strong project management skills; one who thinks ahead and anticipates needs
- Adequate knowledge of G-suite, Slack and GroupMe
- Must be able to work onsite 5 days/week as needed