

Builder Experience Manager

The Builder Experience Operations Manager is someone who can effectively run our Builder Experience team to help them achieve their team goals and our company goals. They must be well organized and detailed, understand in depth the operations of HXP and communicate effectively to our base. They'll be responsible for ensuring that everything related to the Builder's experience before, during and after their HXP trip runs smoothly and meets the highest standards and trust our customers have in HXP. They are someone who is proactive in problem solving and can motivate their team to meet deadlines and achieve desired results. They must also have exceptional customer service skills and be able to handle difficult conversations in a professional and personable manner.

This person displays a high degree of emotional intelligence and situational awareness. They have a habit of discretion, 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

- Oversee the day to day operations and running of the Builder Experience (BX) team
- Manage the rebuilding of the HXP Builder Portal
- Work with IT systems to develop and run an HXP App
- Manage and run HXP's CRM system, Peak15, and develop an extensive knowledge base of how Peak15 runs and operates
- Collect data from our customers and make data driven decisions
- Develop timelines for the team to stay on track and create ways to hold the team accountable

Who you are

- Strong communication skills and interpersonal skills
- Able to work through difficult or ambiguous situations in a professional manner
- Previous experience managing teams and motivating individuals to achieve business goals
- 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