



## **Member Experience Manager**

Tewksbury, MA

Walden Local is rapidly growing and we're looking for a Member Experience Manager to bring their strong people and analytical skills to our 4-person Member Experience team as we transition from "start-up" to "scale-up". This team is responsible for ensuring that our monthly subscription members experience a high level of customer service and stay with Walden for years to come. You'll own ensuring the success of your team through creating, implementing and documenting new processes, creating a culture of continuous learning and increasing collaboration with other departments. As Walden Local continues to grow, you'll have the opportunity to stretch yourself by partnering at a more strategic level with other managers across the company.

### **What You'll Do**

- Ensure a delightful experience for all of our members to maximize overall member retention, by creating a culture and environment where associates can thrive and deliver the highest quality member interactions
- Establishing, managing, analyzing, and communicating metrics at both the individual and team level, with the goal of holding the team accountable for both individual and team performance
- Create a culture of continuous learning with the existing team, integrating ongoing training and learning into daily operations in various formats to ensure information retention for different learning styles
- Day to day management of the member experience team (currently 4 hourly associates), with the target of maximizing quality while balancing efficiency and volume of both phone calls and online ticket-based interactions
- Regularly and proactively coordinate and collaborate with other teams (logistics, routing, deliveries, systems and marketing) to ensure a high quality member experience
- Balance workloads across the team to ensure appropriate phone and email coverage 7 days a week (currently 1 hourly associate is scheduled each weekend day for coverage)
- Provide support to ensure team members are set up to be successful, including identifying knowledge gaps and retraining as necessary

As a strategic position, the manager would ideally also:

- Master all software associated with the role and member experience representatives, including owning and managing Zendesk Suite and Zendesk Explore, Excel-based analytics, and Mandrill and Mailchimp
- Partner in Asana for project management across product and marketing groups

- Work with the head of Strategy to determine future team structure and identify high potential team members for supervisory or team lead roles

## What You'll Bring

- Passion for local and sustainable food and agriculture
- Bachelor's degree in business, agriculture, psychology, marketing or related field
- 5+ years experience managing hourly employees
- 3+ years experience partnering with multiple departments in a manager-level role
- 3+ years experience in an office-based customer service setting
- Strong MS Excel skills, including formulas, pivot tables and charts
- Excellent communicator across all mediums (written, verbal, video and in person)
- Willingness to step outside of core position and do what's required to deliver on our mission

## Bonus points if you have...

- Experience with Zendesk, Mandrill and/or Mailchimp
- Food or agriculture industry experience
- Experience in a startup, scale-up or rapid growth environment

Don't check all the boxes? Don't worry! We know that there is no such thing as a 'perfect' candidate. Walden Local is committed to building a team that brings passion for our mission and a diverse set of experiences and opinions. Feel welcomed to bring your whole and authentic self and please apply if this is a role you feel passionately about! We read cover letters and encourage you to submit one that highlights your unique experience and interest in this role.

## What We Offer

- Financial: Salary aligned to experience level, Company Bonus Plan, 401k
- Health & Wellness: Medical (includes vision) & Dental, Unlimited PTO, 7 Paid Holidays, 8 Weeks Paid Parental Leave, 6 Year Sabbatical Program
- The Fun Stuff: 25% off up to 2 Walden monthly meat shares, up to 5 lbs of free meat weekly, 25% discount at our Boston butcher shop, family-friendly annual company picnic and holiday party, monthly employee events

## When You Join Walden...

You'll be Making Local Work - contributing to a mission-driven startup committed to reinvigorating local agricultural economies, in support of healthier communities, animals and soil. Walden Local is New England and New York's leading brand of sustainable, pastured, locally-raised meat, connecting families with farmers by distributing directly to thousands of households across the Northeast. We believe in simplicity, doing ridiculous things for our members, and that the little things matter. We're building a diverse team that shares these passions. If you're inspired by ambitious missions and working hard to solve complicated problems, we'd love to meet you!

We're proud to be an equal opportunity employer - and celebrate our employees' differences, including race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, and Veteran status. Different makes us better.