

Mexico Jobs Expertini®

Manager, Customer Experience

[Apply Now](#)

Company: Stripe

Location: Mexico City

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

Who we are

About Stripe

Stripe is a financial infrastructure platform for businesses. Millions of companies—from the world's largest enterprises to the most ambitious startups—use Stripe to accept payments, grow their revenue, and accelerate new business opportunities. Our mission is to increase the GDP of the internet, and we have a staggering amount of work ahead. That means you have an unprecedented opportunity to put the global economy within everyone's reach while doing the most important work of your career.

About the team

As Stripe's user base and global footprint grows dramatically, we have distinctly unique support problems resulting from both our type of scale and the type of businesses we partner with. The Stripe Delivery Center (SDC) strategy will provide operational leverage and expand Stripe's portfolio of operational capabilities to support the scaled needs for external users and internal Stripe teams.

What you'll do

Stripe is launching Stripe Delivery Centers - a new global team to design, implement and grow Stripe's operations for the next decade. We are looking for dynamic and curious people that have a passion for solving global user issues, building operations, driving process improvements and that want to play a front-line role in building this new operational capability for Stripe and accelerating Stripe's growth.

In this role, you will recruit, manage, and develop a group of Operations Associates that

are focused on user support. This person will cultivate the happiness of their team members while guiding them to be the best they can be, through feedback, coaching, mentoring, and advocacy within the organization. This means helping to set team goals, and using metrics to efficiently measure and guide team performance in pursuit of those goals. To be a fit, you will have a strong operations mindset, be able to move quickly, and be passionate about delivering an incredible user experience.

Responsibilities

Recruit, manage, coach, and develop a new team of in-office Operations Associates

Drive strong operational delivery and process improvement helping to mitigate risk while balancing operational efficiency and user impact

Identify gaps in current systems, policies and strategies, and recommend enhancements and process improvements to mitigate risks

Build a great culture and ensure team members are happy, effective, and growing in their career

Set clear goals and direction, and provide regular feedback on team members' performance

Be data-driven in your analysis of performance, and in your decision making

Transmit and foster our values, serving as a beacon of Stripe's user-centric philosophy and culture of transparency, empathy, inclusion, and empowerment

Who you are

We're looking for someone who meets the minimum requirements to be considered for the role.

If you meet these requirements, you are encouraged to apply. The preferred qualifications are a bonus, not a requirement.

Minimum requirements

At least 5+ years experience leading operations support teams

Experience working cross-functionally with multiple teams to deliver high impact initiatives

Experience in delivering weekly and monthly business metrics and reporting

Excellent written and verbal communication skills in English and Spanish

An ability to partner effectively with internal stakeholders

Background of identifying and remediating quality gaps in team performance

Passion for process improvement and innovation

Ability to periodically work a weekend day for which you will receive a weekday off; the SDC operates during daytime hours with shifts from the morning through early evening

Preferred qualifications

Experience in building and scaling new teams from zero

Strong operational background including experience with new process launches and service delivery in a high growth technology company

In-office expectations

Office-assigned Stripes in most of our locations are currently expected to spend at least 50% of the time in a given month in their local office or with users. This expectation may vary depending on role, team and location. For example, Stripes in our Bucharest, Romania site have an 80% in-office expectation, and those in Stripe Delivery Center roles in Mexico City, Mexico and Bengaluru, India work 100% from the office. Also, some teams have greater in-office attendance requirements, to appropriately support our users and workflows, which the hiring manager will discuss. This approach helps strike a balance between bringing people together for in-person collaboration and learning from each other, while supporting flexibility when possible.

Pay and benefits

Stripe does not yet include pay ranges in job postings in every country. Stripe strongly values pay transparency and is working toward pay transparency globally.

[Apply Now](#)

Cross References and Citations:

1. [Manager, Customer Experience Thejobsnearme](#) [Jobs Mexico CityThejobsnearme](#) ↗

2. **Manager, Customer Experience PublicrelationsjobsJobs Mexico City**
Publicrelationsjobs ↗
3. **Manager, Customer Experience Ridesharingindustryjobs Jobs Mexico City**
Ridesharingindustryjobs ↗
4. **Manager, Customer Experience NotaryjobsJobs Mexico CityNotaryjobs** ↗
5. **Manager, Customer Experience CraftsjobsJobs Mexico CityCraftsjobs** ↗
6. **Manager, Customer Experience Manufacturingjobsnearme Jobs Mexico City**
Manufacturingjobsnearme ↗
7. **Manager, Customer Experience EnvironmentaljobsJobs Mexico City**
Environmentaljobs ↗
8. **Manager, Customer Experience OnlinecommunitycareerhubJobs Mexico City**
Onlinecommunitycareerhub ↗
9. **Manager, Customer Experience Turkeyjobs Jobs Mexico CityTurkeyjobs** ↗
10. **Manager, Customer Experience EnvironmentaljobsJobs Mexico City**
Environmentaljobs ↗
11. **Manager, Customer Experience TelecomjobsJobs Mexico CityTelecomjobs** ↗
12. **Manager, Customer Experience Denverjobs Jobs Mexico CityDenverjobs** ↗
13. **Manager, Customer Experience BangkokjobsJobs Mexico CityBangkokjobs** ↗
14. **Manager, Customer Experience Biologyjobs Jobs Mexico CityBiologyjobs** ↗
15. **Manager, Customer Experience Digitaljobsnearme Jobs Mexico City**
Digitaljobsnearme ↗
16. **Manager, Customer Experience Pediatricjobsnearme Jobs Mexico City**
Pediatricjobsnearme ↗
17. **Manager, Customer Experience Southafricajobs Jobs Mexico CitySouthafricajobs** ↗
18. **Manager, Customer Experience MobileappjobsJobs Mexico CityMobileappjobs** ↗
19. **Manager, customer experience Jobs Mexico city** ↗
20. **AMP Version of Manager, customer experience** ↗
21. **Manager, customer experience Mexico city Jobs** ↗
22. **Manager, customer experience JobsMexico city** ↗
23. **Manager, customer experience Job Search** ↗
24. **Manager, customer experience Search** ↗
25. **Manager, customer experience Find Jobs** ↗

Source: <https://mx.expertini.com/jobs/job/manager-customer-experience-mexico-city-stripe-8d2edf998e/>

Generated on: 2024-05-03 by Expertini.Com