



I-Talent Gagnon & Partners are search and recruitment experts for Executives, Managers and Technical Specialists positions.

We are recruiting on behalf of our client, a successful global dynamic food brand company, a:

Senior Director, Corporate Customer (M/F)

Position Summary

Responsible for creative and innovative development, implementation and delivery of corporate customer strategic internal and external communications. This qualified partner exemplifies high standards and understands the necessity to develop experiences that are aligned with the level of customer we are engaging to build stronger relationships and strengthen customer loyalty.

Key Responsibilities

- Directly reporting to the CEO, you will lead and develop a team of customer experience professionals, delivering best practices, tools and guidance that builds a culture of service.
- Lead team to blend strategy and execution to deliver end-to-end customer experiences in support of corporate initiatives and the evolution of the company's vision.
- Develop strategy for corporate customer events, customer visits and conferences by working with business leaders to align with overall business strategy and act as an enabler to deliver outstanding customer experiences.
- Lead cross-functional team to identify and execute on corporate initiatives across Direct Supply.
- Interface with various levels within the organization, from high-level leaders to operational leaders.
- Manage relationships among internal clients, such as business leaders and creative services, sales and strategic marketing partners.
- Lead strategic planning process for key customer events and conferences as needed (including identifying key stakeholders, facilitating meetings, enabling strategic direction that meets corporate objectives and aligning all team members).
- Input on the execution of all customer experience projects.

Job requirements

- A minimum of a Bachelor's degree in marketing or related field.
- 15+ years of experience in marketing strategy or customer planning.

- Ability to develop and make presentations, including training and awareness.
- Effective communication skills: verbal, written and interpersonal.
- Excellent organizational, strategic, planning and implementation skills.
- Must be outgoing, people oriented and an exceptional communicator (orally and/or in consideration of written correspondence) with good interpersonal skills.
- Leadership ability and vision to motivate staff to deliver excellent customer service.
- An excellent command of English (both oral & written).
- You are US citizen, permanent resident or holder of a valid work permit. (Visa sponsorship is not available for this position).

Your application to this position has to be submitted exclusively through our website: www.i-talent.com or **recrutement@i-talent.com** and must include your most recent resume and motivation letter.

We will only contact applicants who meet our client's criteria. If we have not contacted you within 2 weeks from the date you have applied, please consider that your candidacy has not been shortlisted. Thank you.