



## Director/Manager of Customer Experience

### Us in a nutshell

Mightier is an app-based, family program developed at Boston Children's Hospital that empowers children with ADHD, autism, and anxiety to learn emotional control and supports the caregivers who love them. Kids wear a Mighty Band heart rate monitor while playing a library of biofeedback video games that react to their heart rate in real time. Kids practice self-calming skills to succeed in the games and then transfer those skills to life. Three clinical trials at Boston Children's Hospital, Harvard, and Mass General have shown Mightier works as well as medications. The program has served over 20,000 families with over 6 million games played. Our mission is to empower millions of kids to become Mightier than their emotions.

### What you'll do

- Set the tone and strategic direction of the Customer Experience team to make the function a strong brand differentiator for Mightier.
- Report directly to the CEO to plan and execute strategic initiatives.
- Provide and scale 1-many support channels like live chat, tutorials, and help center articles to meet customers in their moment of need and allow them to find solutions on their own.
- Build out reporting and find ways to leverage data to inform customer experience changes and decisions.
- Lead and grow our customer experience team (both full time and part-time members) to make sure the empathy and customer-focused culture continues as we scale.
- Be responsible for "out of the box" activation of families to ensure they successfully start the program.
- Build and scale tech support escalation process to ensure tech issues are being prioritized by Product/Tech and customers have a positive experience.
- Provide billing and account management support.

### Who you are

- 8+ yrs experience in customer advocacy roles
- Ability to manage a high performance team of 5+ full time and remote members
- A strong mix of customer empathy and technical aptitude
- Strong initiative with the ability to figure things in the face of ambiguity
- Deep curiosity to understand customer needs and clearly articulate them
- Excellent written and interpersonal communication skills
- Passion for exceeding customer expectations
- Comfortable operating in a fast-paced start-up environment without abundant resources
- Deep knowledge of customer service practices and systems
- Experience working in Zendesk or other customer support tools

# MIGHTIER

## **Nice to have**

- Background in consumer companies
- Background in healthcare or health & wellness

## **Working with us:**

We are still a small team of 25 at Mightier and many of us come from incredibly varied career backgrounds. You will be working and communicating with people like psychologists and parents to push Mightier forward. We all believe in the platform; we care about our players and those who work on the platform, and we cultivate a free and open work environment where everyone's voice is heard.

Interested? Email LinkedIn/resume to [careers@mightier.com](mailto:careers@mightier.com)