



Senior Director, Customer Centricity Program

Location: Morristown, NJ USA or virtual

About TM Forum:

TM Forum is the global member association for digital business. We provide a platform for hundreds of global members across a wide range of industries – communications, technology, cities and municipal government, insurance, healthcare, and so on – to collaborate and partner to co-create, prototype, deliver, and monetize innovative digital services for their billions of customers.

Our vision is to drive the next wave of digital business growth – the digitization of every industry – by providing a common innovation platform to connect businesses, industries, and ecosystems. We do this in a highly practical and agile way through collaboration programs and communities which lead to rapid prototypes – ranging from digital business models to interconnectivity APIs – that have real world commercial applications. Complementing our collaboration programs, the Forum provides thought-provoking digital business research and publications, industry best practices and standards along with training programs to accelerate adoption, and events and workshops which connect top business & IT leaders to learn, network, and develop meaningful partnerships.

Position Summary:

This role has central responsibility for all aspects of Customer Experience Management, Data Analytics and Metrics topics across TM Forum. Lead, drive, and provide guidance, advice and expertise both strategically and as needed all across the organization. The program director is the true champion for these areas in TM Forum ... and the buck stops with this person.

Specific Responsibilities:

Collaboration: Driving participation in projects:

- Full and complete ownership of multiple member staffed projects end to end as part of strategic program in order to deliver best practices and standards in the 3 topic areas.
- Ownership including direction, coaching for TM Forum's unique Catalyst proof of concept demonstration projects through the lifecycle

Thought Leadership:

- Enablement of cross functional activities across TM Forum groups including events; publications; sales/member engagement
- Contributions towards outward facing activities including communications, speaking at/running events, and marketing content development as needed

Adoption:

- Driving adoption of best practices and standards across the communications and other industries based on TM Forum strategy

Management:

- Leader for any staff supporting the program
- Status/tracking of key indicators of success of the program

Skill Requirements:

- Educated to Bachelor's Degree level. Master's Degree preferred.
- Knowledge and familiarity of communications, information and entertainment sectors is important.
- Working knowledge of customer experience management, data analytics or both is preferred, but candidates without this will be considered.
- High-energy, motivated individual with good problem solving abilities.
- Detail-oriented, organized individual, able to manage multiple tasks and deliverables to strict deadlines.
- Committed, results-driven and customer-focused (both internal and external customers).
- Ability to work with colleagues across multiple time zones and cultures.
- Ability to travel internationally between 4-6 weeks per year, plus additional travel as necessary.
- Ability to lead and motivate groups and individuals. Able to think creatively and strategically to successfully mediate and negotiate with individuals and groups internally and externally. Able to overcome obstacles to cooperation, gain commitment and to foster harmonious relations.
- Strong project management skills. Able to balance competing priorities, complex situations, and tight deadlines.
- Proven leadership and consensus building skills. Solid and broad understanding of all aspects of fiscal management and information technology. Proven negotiation and mediation skills.
- Comfortable at C level and everything below.
- Equally happy working autonomously and in collaboration with others.
- Excellent written, verbal, and interpersonal communications skills.

For immediate consideration, please email your resume to recruit@tmforum.org.
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