



All Positions > Claims Experience > SVP, Customer Operations / Chief Customer Officer

SVP, Customer Operations / Chief Customer Officer

New York, NY | Claims Experience | Full-time

Not your everyday company

Lemonade completely reinvented how insurance works. As a customer-centric tech company, we created an insurance experience that is smart, instant, and delightful.

At Lemonade, you'll be working with a group of like-minded makers, who get a kick out of moving fast and delivering great products. We surround ourselves with some of the smartest, most motivated, creative people who are filled with positive energy and good karma.

Unlike most publicly traded companies, we're nimble and efficient. We take pride in the fact that we still think and operate like a startup. We don't care much about titles and hierarchy and instead focus on innovation, bold moves, and challenging the status quo.

We're built as a lean, data-driven organization that relies on a common understating of objectives and goals to provide teams with autonomy and ownership. We don't like spending our days in meetings and we skip committees altogether. At Lemonade, there's no such thing as going over someone's head. We have zero tolerance for bureaucracy, office politics, and lean-back personalities.

As a Public Benefit Corporation and a certified B-Corp, we deliver environmental and social impact using our products and tech. Through our Giveback program, we partner with organizations such as the ACLU, New Story, The Humane Society, Malala Fund, American Red Cross, 360.org, charity: water, and dozens of others, and have donated millions towards reforestation, education, animal rights, LGBTQ+ causes, access to water, and more.



Awarded 'best workplace'

Best Workplace and Best-Led Company by Inc. Magazine



"World Changing" by Fast Company

Recognized as a World Changing Idea by Fast Company Magazine

Ranked #1 Home insurance

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CUSTOMIZE

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customer service experience as they drive customer operations and leverage AI technologies. As the strategic leader responsible for all of our customer-facing teams—including CX, Claims, Underwriting, and Sales—you'll oversee and optimize the entire customer experience across Lemonade. We're all customer obsessed, but we'll count on you to steer our teams to provide unparalleled customer satisfaction that leads to retention, and loyalty, ensuring that our customers' needs are met throughout every part of their journey with Lemonade.

As Lemonade continues to grow and thrive, you'll drive operational excellence and efficiency through creative innovations in tech, process engineering, and outstanding performance management. You'll champion the voice of the customer to company leadership, and align stakeholders around customer-focused initiatives to drive business growth, including the development and execution of a comprehensive customer-service strategy that harnesses AI technologies to improve efficiencies, increase satisfaction, and drive customer loyalty across all touchpoints.

In This Role you'll:

- Develop and execute a comprehensive customer service strategy that leverages our AI technology and an automation mindset to improve efficiency, while maintaining Lemonade's best-in-class customer experience

- Improve operational excellence and drive customer loyalty across all touchpoints

- Continuously evaluate and improve the end-to-end customer journey, ensuring a seamless and exceptional experience

- Act as the customer advocate within the organization, ensuring the customer's voice is heard and considered in decision-making processes

- Lead the implementation and optimization of AI-powered systems, ensuring they effectively handle customer inquiries, provide personalized and timely responses, and seamlessly escalate complex issues when necessary

- Utilize customer data, predictive analytics, and AI-driven insights to anticipate customer needs

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Experience leveraging AI to improve customer service operations, optimize processes, and enhance customer experiences

Proven experience leading and managing cross-functional teams, including customer service professionals, claims advocates, sales associates, data analysts and IT teams

Strong leadership skills and the ability to drive a customer-focused culture, set strategic objectives, and foster collaboration

Proficiency in analyzing customer data, feedback, and metrics to derive insights and make data-driven decisions

Experience with establishing outsourced and offshore workforces; building relationships and perfecting ticket triage and segmentation

The ability to concisely articulate vision, strategy, and complex concepts to both technical and non-technical stakeholders

The starting base range for this position is between \$300,000 - \$360,000 per year. Base pay is one component of Lemonade's total compensation package, which will also include equity in the form of RSUs, access to healthcare benefits, 401(k) plan with company match, robust PTO, parental leave, and more.

Things to know...

Lemonade is an equal opportunity employer committed to diversity and inclusivity. We never discriminate on the basis of race, national origin, gender, gender identity, sexual orientation, protected veteran status, disability, age, or other legally protected status. If you require reasonable accommodations due to religious beliefs, pregnancy, or disabilities, let us know at any time.

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Partners Program

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Property and casualty insurance is provided by Lemonade Insurance Company (LIC), 5 Crosby St., 3rd floor, New York, NY 10013 or Metromile Insurance Company (MIC), 3080 N. Civic Center Plaza, Scottsdale, AZ 85251. Life Insurance provided by North American Company for Life and Health Insurance®, Administrative Office, One Sammons Plaza, Sioux Falls, SD 57193.

Lemonade Insurance Agency, LLC (LIA) and Metromile Insurance Services LLC (MIS) are licensed insurance agents and appointed by LIC and MIC and both LIA and MIS receive compensation based on the premiums for the insurance policies each sells. Further information is available upon request.

Lemonade Life Insurance Agency, LLC (LLIA) is acting as the agent of North American Company for Life and Health Insurance® (policy form LS181 and LS 182 or state version including all applicable endorsements and riders). LLIA receives compensation for the insurance policies it sells and is a sub-producer of Bestow Agency, LLC. Life insurance quotes are provided by Bestow Agency, LLC dba Bestow Insurance Services in CA, who is the licensed agent. Products or issue ages may not be available in all jurisdictions. Limitations or restrictions may apply. Not available in New York. Our application asks about your lifestyle and health; your answers allow us to save you time and avoid offline medical exams.