CUSTOMER EXPERIENCE SPECIALIST

<table>
<thead>
<tr>
<th>Reports to manager job title</th>
<th>Chief Strategy &amp; Operations Manager</th>
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<tbody>
<tr>
<td>Number of direct reports</td>
<td>Initially none</td>
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<tr>
<td>Location of role</td>
<td>USA</td>
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THE PRECISION AUTONOMY VISION

Precision Autonomy is focused on creating a new world, where risk is calculated based on real time data, priced per use. Drone delivery, self-drive trucks, health care robots and more, are changing the world and our understanding of risk. And we know in these unprecedented times, ‘machines are immune’ and their adoption is being accelerated.

As such, risk is fundamentally shifting from human behavior to machines and environment, which is why we built a platform to disrupt the way we price insurance today and actively manage risk tomorrow. Our digital end-to-end insurance platform enables brokers and carriers to profitably deliver policies for autonomous devices.

We are accelerating the safe adoption of autonomous technology, today starting with flying robots (commercial drones).

PURPOSE OF THE ROLE

To understand autonomous industry trends, the competitive landscape and be the champion within our team to engage with customers (insurers, insured customers, brokers and referral partners) to deeply understand their needs.

You will work with our Insurance, Sales & Marketing and Technology teams to continuously re-envision the design (what) and delivery (how) of our products, services and technology solutions so they are highly valued (make a difference) to customers. This means delivering a differentiated customer experience, interactions, touchpoints and moments of truth that will scale globally.

To bring ideation, fun and empowerment to our US and Australian teams and create ways to connect them to co-invent and share ideas aligned to our vision and client needs.

MAIN ACCOUNTABILITIES AND DELIVERABLES

Customer Experience

- Identify the current customer experience and design a differentiated future customer experience (journey blueprint) with success measured through customer advocacy and adoption.
- Recommend future business capabilities e.g. sales and marketing, product development, internal processes, resources, technology to deliver the experience.
– Set up customer feedback loops and user groups using human-centered design methodologies (design thinking) and share insights with our team to ideate, design, prioritize and develop solutions e.g. features, usability and pricing.
– Review and analyze customer survey results to identify potential complaints, friction points, and opportunities as critical inputs into project prioritization and roadmap development.
– Constantly update our customer experience and refine lean processes for sales, product development, and customer servicing.
– Work with our team for change activities and Go-to-Market readiness– increasing product and service success.
– Support the leadership team to identify new revenue opportunities through products or services.

Customer Advocacy - Sales and Service Excellence
– Prepare and conduct demos, training and partner with the sales team to onboard US customers and drive sales.
– Hands on delivery of the customer service experience to all our US customers ensuring service standards are exceeded e.g. answering questions and service requests via multiple channels such as phone (inbound and outbound calls), written/email correspondence, etc.
– Update Dashboard metrics and recommend initiatives to increase efficiency and profitability through differentiated customer experience delivery.

Technology Development Support
– Support the writing of user stories for prioritization within development releases.
– Facilitate backlog prioritization into releases based on customer needs, competitive advantage, stakeholder requirements, and team capacity.
– Develop high-level screen designs/mock-ups, report designs, processes and end to end test cases for execution.

Team
– As our business grows, you will have the opportunity to be a team lead and shape an extraordinary team.
– You will play a key role leading and inspiring a great culture consistent with our values and behaviors.

HOW YOU WILL SPEND YOUR TIME
– Customer Experience 35%
– Customer Advocacy – Sales & Service Excellence 35%
– Technology Development & Support 25%
– Team 5%

SKILLS AND BEHAVIORS – JOB SPECIFIC
– Excellent innovation strategy and business development skills – education/experience in applying design thinking.
– Strong understanding of business principles; what customers perceive, want and need, how markets influence business, what are the differentiating factors of the business, what and how values are created.
– Excellent business analyst skills and education/experience.
– Resourceful and passionate in becoming an expert in areas (even where there is little historical experience).
– Good judgement and acumen – including sound understanding of business drivers (including financial, shareholder, market, competitors, and people).
– Strong presentation and influencing skills – effective listening and communication skills, engagement and group facilitation.
– Exceptional teamwork.
– Strong project management skills and experience.

EXPERIENCE
– Prior business analysis and creative/technical design experience and preferable to have knowledge of autonomous technology developments.

QUALIFICATIONS
– BA in Business, Marketing, Innovation or Creative Design and Technology
– Insurance knowledge preferred but not essential

PERSONAL ATTRIBUTES
– Very strong emotional intelligence
– High degree of individual motivation and passion to have an impact
– Excellent personal awareness. Understanding of own strengths and weaknesses. Someone who takes responsibility, values relationships and diversity within teams
– A team player. Someone who supports teamwork and collaboration, who fully recognizes and understands that a team can only be as good as its team members collectively
– Can do attitude and proven ability to use their own initiative to deliver results
– Presence and well refined influencing skills to drive successful, outcomes & influence, at multiple levels in the firm
– Creatively restless: ability to think conceptually, strategically and operationally
– Ability to navigate high levels of ambiguity
– Ability to work autonomously to drive outcomes
– Comfort with multi-tasking & working in deadline driven environment

OUR CULTURE
We encourage each other to challenge the status quo and put humans not enterprises first. We co-invent solutions to address the risk and opportunity presented by innovation. Lastly, we monetize disruption commercializing exponential technologies driving material societal changes; bringing them to market in safe and ethical ways.
We value the following behaviors:

**Down to Earth**
- Talk straight – be honest, open-minded and constructive
- Don’t let things be, when they’re not right – speak up, challenge and act
- Treat everyone with respect and act with integrity
- Communicate clearly and concisely
- Have fun designing, building, selling and doing what we do

**Creatively restless**
- Keep learning and improve our skills, challenge the status quo, innovate and always look for a better way
- Question outdated Value Propositions and put humans and not enterprise at the center of our solutions
- Have the courage to admit and learn quickly from our mistakes
- Adapt and change direction to achieve better outcomes
- Take calculated, informed risks to grow and create value

**Passionate about performance**
- Set ambitious goals that are important to our success and take pride in achieving them
- Do more with less – spend money on things that customers value and will pay for that are ‘on mission’
- Honor our vision and be proud of our brand
- Continuously to seek inspire and share ideas and do cool, fun stuff

**Collectively ‘put a ding in the universe’**
- Envision the future, think outside-in and connect with the world around us putting humans at the center of everything we do
- Encourage and promote diversity for the experience and new ideas it brings conceptual, strategic, operational and technical
- Collaborate, co-invent, share knowledge openly, and personally commit to the success of colleagues