New York State CXO Overview

The Chief Customer Experience Officer (CXO) is responsible for setting statewide customer experience strategy, vision, and direction in New York State. The CXO will be charged with setting and executing on Governor Hochul's customer experience agenda, originally announced in her [2023 State of the State](). This position will report directly to the Director of State Operations in the Governor's Office.

The CXOs critical roles include:

- Champion a customer-centric organizational culture that prioritizes outcomes and service delivery improvements that constituents can see and feel. Identify, adapt, and communicate best practices from the public and private sectors.
- Set measurable statewide customer experience goals and ensure that progress is tracked and reported publicly.
- Advise agency leaders on setting customer experience targets, monitoring and governing customer experience data, and supporting analytics to drive insight and decision-making.
- Collaborating with program leaders to identify and address process gaps impeding service delivery in critical government programs. Working with technical leaders to align technical roadmaps and IT modernization efforts with CX priorities.
- Convening cross-functional & inter-agency teams to deliver on strategic projects and work to solve problems iteratively while balancing technical, operational, and budget constraints.
- Oversee development of usability and design standards for digital services, including public-facing websites and applications.
- Define substance of an Executive Order on CX, prioritize state services and benefits programs to be included.
- Make recommendations to senior administration officials on building organizational capacity to center user experience in operations and technology delivery.

Qualifications:

- Familiar with state government's mission and priority policy areas, including an appreciation of the particular challenges involved in leading digital transformation within a complex bureaucracy.
- Has a proven track record in product and service delivery, including championing agile, iterative methodologies and human-centered design across large organizations.
- Track record of operational leadership & demonstrated expertise in process design and improvement.
- Demonstrated experience tracking and measuring performance on customer experience key indicators.
- Communicates effectively and clearly with audiences at all levels in both written and oral media, including strong ability to translate technical concepts for non-technical audiences.
- Has independent views, but also able to work through a bureaucratic structure.

- Can lead in complex organizations, especially via building influence in organizations without relying on formal titles or roles in order to achieve key deliverables and successfully navigate regulations, policies, processes, technology, and people necessary to drive work forward.
- Track record of working with diverse stakeholders to achieve a common goal/deliver a result. Emphasizes collaboration, the importance of getting buy-in, and a desire to understand what is important to/motivates others.