

1. CX ROLE PLACEMENT

Done-for-You Hiring for CX-Focused Roles

We scope, source, and place the talent that plugs the gaps in your customer journey.

What's Included:

- Role scoping based on CX pain points
- Branded job spec and KPIs aligned to revenue outcomes
- Full-cycle sourcing, shortlisting & screening
- **YOURCXC** Candidate Screening Framework
- Interview scorecards + post-interview support
- 30-day and 60-day post-placement check-ins

Best For:

- Startups and service teams hiring their first or next CX lead
- Companies tired of generic CSMs and support hires
- Anyone who wants a hire who thinks in ROI, not tasks

Fixed placement fee based on salary/seniority

Add-ons: Onboarding Plan, Coaching, Retention Tracking

2. AUDIT-TO-HIRE

CX Audit + Targeted Role to Fix It

We audit your customer journey, surface the leaks, and define a role that solves them—then place the person to own it.

What's Included:

- Full CX Audit (journey, gaps, team + tools)
- Custom hiring brief built from audit findings
- Candidate sourcing and CX-focused screening
- Fix-It Onboarding Framework + 30-60-90 Impact Plan
- Optional **YOURCXC** coaching support post-hire

Best For:

- Teams unsure who to hire next
- Brands rebuilding CX after churn or growth plateau
- Business owners who want their next hire to move the needle

Audit + Placement Package Pricing

Optional Add-on: Monthly Post-Hire Coaching

2. CX RETAINER HIRING

Ongoing CX-Focused Talent Support

Need multiple roles filled or want expert recruitment without internal HR bloat? We partner as your on-demand CX hiring team.

What's Included:

- Monthly talent strategy call
- Unlimited role briefs + spec alignment
- Ongoing sourcing, shortlisting & screening
- Access to **YOURCXC** candidate pool
- Quarterly Retention & ROI Hiring Report
- Support with onboarding + success tracking

Best For:

- Fast-scaling startups
- Agencies or service brands building full CX functions
- Brands that treat hiring like a revenue lever

Monthly retainer + per-hire performance bonus

Option to bundle with YOURCXC Fix-It Calls + CX Coaching

WHY CHOOSE YOURCXC | TALENT FIX?

- **CX-First, Not HR-First** – We map roles to revenue outcomes.
- **Screened for Thinking, Not Just Ticking Boxes**
- **Toolkits + Coaching Ready at Placement**
- **We Track Impact. Not Just Headcount.**

READY TO HIRE DIFFERENTLY? LET'S SCOPE THE ROLE, DEFINE THE FIX, AND PLACE SOMEONE WHO CAN OWN IT.