

ARE YOU EXTRAORDINARY?

Are you always looking ahead, seizing opportunities and creating a better future? If this describes you keep reading.

A Digicel employee is responsive, agile and caring. We push boundaries and are uncomfortable being comfortable. We question norms and we put our ideas into action. We care about our customers and we show it. That's why 11 million customers worldwide including Bermuda choose and trust Digicel.

We are seeking an extraordinary Business Director

The purpose of this role is to develop Digicel Business as the leading integrated total communications and IT solutions provider in Bermuda. This new position will lead Digicel Bermuda's Business division which includes the Digicel Business Mobile and Business Solutions teams to provide business customers with a single supplier for a broad portfolio of ICT services. The incumbent will lead the sales, service delivery and support for business customers with a suite of best in class ICT products ranging from Mobile 4G to Internet and Cloud services.

Responsibilities include but not limited to:

- Formulates, implements, and delivers strategic plans that align with the short and long term objectives of the company and deliver the revenue and EBITDA targets for the business unit
- Lead the commercial, business development and new product process for the business unit
- Defines and executes the operating model for the unit so that service delivery, ongoing support and the account management relationship maximises customer satisfaction and revenues
- Maintain relationships in the board room of client companies, articulate complex commercial propositions to CxO level customer representatives
- Defines and manages the monthly, quarterly and annual sales objectives for all of the sales personnel and establishes compensation plans for all sales personnel
- Defines, manages and monitors the service delivery and customer support in terms of exceeding SLA's and other customer experience KPIs reported on a weekly, monthly and quarterly basis
- Works closely with Digicel Group Business Solutions to ensure that Digicel Bermuda is leveraging the investment and developments in central services which can be offered in Bermuda as well as providing clear guidance on revenue and EBITDA progression
- Provides senior level sales expertise where necessary, including negotiations and closing on large or complex accounts
- Identify the skills and resources needed to serve the business sector and ensure appropriate training
- Design, plan and maintain operational expense budgets and inventory control plans to allow the business to operate lean and efficiently
- Provides career development based on an assessment of individual skills and aspirations
- Implement internal management and control structures and governance to ensure the efficient operating and delivery model
- Flexibility and openness to perform additional and different duties as the business demands.

The successful candidate will possess:

- Minimum 10-15 years of experience in wireless voice, data and products sales, ideally at Director level, with at least at least 5 years as a senior manager of sales teams
- Familiarity with Telecommunications networking and computing technologies a must have
- Proficient in the sales and relationship management of business customers at C-suite level of Mobile Internet, Broadband and Fixed Internet products and service plans
- Ability in assessing skill levels within a sales and support team and providing appropriate coaching and career development
- Computer literate with MS Excel, PowerPoint, Word, Project Management software.
- Excellent written and verbal English communication and interpersonal skills
- Customer focused, influential and a strong negotiator
- Results oriented and accountable for targets with a strong commitment to succeed
- Highly organized with effective time management skills

Digicel™

To confidentially apply for this excellent opportunity, please contact:

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Closing date for applications: May 21, 2015