

# Assistant Manager Service Delivery

BTC is seeking a self-motivated individual with strong leadership, interpersonal, excellent customer service and communication skills for the position of Assistant Manager Service Delivery.

The logo for BTC (Bermuda Telephone Company) is displayed in a stylized, blocky font. The letters 'BTC' are in a bold, white, sans-serif font, set against a dark, geometric background.

The **Assistant Manager Service Delivery** will provide supervision and guidance to the Universal Business & Residential Technicians on all aspects of customer installation and repair services for BTC's business and residential customers. The successful candidate will be required to monitor performance, provide recommendations and direct the workforce to ensure corporate objectives are achieved.

This critical role requires the successful candidate to possess analytical and problem solving skills; the ability to conduct training needs assessments and identify skills gaps and suitable training to ensure employees have the necessary capabilities to perform effectively in their roles.

#### **Other Key Responsibilities include (but not limited to):**

- Assist department manager with organizing and prioritizing work to ensure resources are available to support Contact Centre work schedules and assignments
- Monitor and manage performance of workforce in accordance with BTC performance management process, Employee Handbook and the Collective Bargaining Agreement on an ongoing basis
- Implement and communicate all department policies and procedures ensuring that employees adhere to all company standards ensuring consistent customer satisfaction
- Carry out site visits and monitor work performed to ensure work meets or exceeds the established guidelines and standards
- Provide ongoing coaching and mentoring of employees to develop skills and capability that ensure standards are consistently achieved

#### **Qualifications and Experience required:**

- Undergraduate degree or equivalent certification in Electronic or Electrical Engineering with a minimum of 3 years relevant experience in a communications environment
- OR a minimum of 5 years relevant experience preferably with a minimum of 3 years supervisory experience
- Certificate in Customer Service Management would be an asset

#### **Working knowledge of the following:**

- High Speed Data Applications and Business Customer Premise Equipment (CPE)
- DSL and VDSL Applications and Residential Customer Premise Equipment (CPE)
- Repair methods and Outside Plant Cable Network Maintenance Standards
- Application test equipment

Interested persons should apply with a cover letter and detailed resume to [careers@btc.bm](mailto:careers@btc.bm).

#### **CLOSING DATE: June 16, 2015**

BTC is committed to maintaining a substance free workplace. Applicants will be subject to pre-employment substance screening prior to receiving an offer of employment.