

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 accepting applications for an Extraordinary and Dynamic **Director of Operational Excellence**. Reporting to the CEO this leadership role will work across the organization to continuously review and refine business processes, making additional improvements to eliminate waste and inefficiencies, with a focus on process sustainability. Create a Lean culture of continuous improvement, keeping customer requests as the primary driver for prioritizing the business activities undertaken by the company.

The Director of Operational Excellence will be responsible for managing and directing the process/performance improvement program to improve work processes, standards and productivity. Apply techniques from other industries such as Lean Manufacturing, Six Sigma and Kaizen.

Role and responsibilities:

- Consolidate and disseminate best practices information
- Support start-ups with operational setup and reporting processes and provide tactical support as require,
- Plan and provide on-site support for start-ups and developing operations,
- Support resource for review of operating company strategic plans and budgets for customer case impact,
- Champion initiatives that deliver continuous improvement, culture transformation, waste reduction and/or cost savings
- Utilize industry standard Lean methodologies and change management tools to solve problems and drive improvement changes,
- Lead the coordination and completion of identified projects and serve in a training role; Develop, coach, and mentor others in the organization on continuous improvement tools,
- Serve as change agent working collaboratively within and across departments, functions and locations to help implement a culture of optimization and continuous improvement,
- Oversee and execute all aspects of projects including but not limited to:
 - Assembling task teams, setting project deadlines, and assigning responsibilities
 - Overseeing/facilitating/coordinating Lean, 5S, and Kaizen events and activities, monitoring programs and summarizing the progress of all projects in weekly reports, with tracking and key metrics,
- Maintain suitable professional affiliations and participate in professional development activities that foster continuous learning and support lean position requirements
- Rely on experience and judgment to plan and accomplish goals utilizing a wide degree of creativity and latitude

Qualifications & Experience:

Essential

- Previous experience as Director of Operations, Continuous Improvement, Customer Service Operations in a multi- sites/ multi-brands operations,
- Telecoms & Service industries experience,
- International experience,
- Operational effectiveness, with track record of delivering tangible results,
- Technologically savvy with a good understanding of social media,
- Can do attitude

Skills:

Technical

- Skills in the development of new policies and procedures and supporting start-up customer care operations,
- Strong leadership, communication, and interpersonal skills
- Very strong attention to detail
- Solid understanding of Lean, Kaizen, 5S, VSM and other improvement tools and techniques
- Detailed operational knowledge of Purchasing and Inventory management
- General operational knowledge as they apply to field service operations, procurement, resource planning, scheduling, document control and resource optimization
- Familiarity with field service processes and procedures
- Ability to set priorities and manage multiple projects simultaneously with minimal supervision
- High energy, enthusiasm and strong interest in a Continuous Improvement role
- Advanced/Strong Computer Skills: MS Access, PowerPoint, Word and Excel

Behavioral – People Management

- Accomplished at structuring, leading, and motivating teams
- Ability to interact with senior executives
- Strong interpersonal and communication skills and the ability to work effectively within a multi-cultural and diverse community
- Executive skills including requisite levels of public speaking, negotiation, and presentation skills

Digicel™

To confidentially apply for this excellent opportunity, interested applicants are invited to submit their résumé, covering letter (MUST indicate Bermudian, Spouse of Bermudian, PRC or Non-Bermudian) and two professional references to:
hr.bermuda@digicelgroup.com

Closing date for applications: October 8th, 2015