

BE EXTRAORDINARY!

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!

SALES OPERATIONS MANAGER

We are seeking an extraordinary Sales Operating Manager with excellent communication, organizational and analytical skills to join our Business Solutions team.

Reporting to the Head of ICT Sales, the focus of this role is to manage the Digicel Business sales operations process and create improvement initiatives to achieve profitable revenue growth. In addition supporting and working closely with the Head of ICT, Sales Managers, Service Delivery Manager and Finance Manager by taking day to day responsibility for all sales forecasting and KPI Management.

Responsibilities will include (but not limited to):

- All aspects of Sales including: liaising with Finance and Service Delivery Managers for sales operations and forecasting, review and adaptation of financial processes as they relate to the business.
- Successfully manage and optimize the 'Book to Bill' process ensuring customer contracts/SRF are tracked correctly and customers are billed accurately according to contract.
- Manage the interface with Revenue Assurance and Service Delivery to fully audit the ICT customer base effectively and efficiently.
- Create and manage sales pipeline reporting and Dashboards in SFDC. Establish weekly sales governance ensuring all prospect data is up to date and accurate.
- Manage and mentor sales team on prospect recording and sales forecasting.
- Be the single point of contact for all performance information for sales team.
- Ensure pricing is within the established discount guidelines and quotes are accurately in SFDC.
- Produce standardized product proposals and presentations for all sales ensuring quotes and proposals are reviewed and approved before delivery to the customer.
- Approve monthly management accounts and prepare monthly Board Reports and Presentations
- Reconcile quarterly commissions and assist with the completion of annual budgets.

The successful candidate will possess the following qualifications, skills and experience:

- Bachelor's Degree or equivalent
- 3-4 years operational experience in a Telecommunications or IT Services Company
- Solid experience working with Financial Systems (Excel Advanced) and Presentation Tools (Power Point)
- Proficient with math and sales analytics
- Demonstrable experience in Business Planning
- Knowledge of large companies' systems and processes
- Project management experience
- Good Operational and business awareness and customer understanding
- Ability to work with cross-functional teams
- Knowledge and detailed operational experience of SFDC

Interested persons should apply with a cover letter and detailed resume to: hr.bermuda@digicelgroup.com.

Closing date: September 30th, 2016

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