

Assistant Manager – Customer Care (Technical Support)

The Assistant Manager – Customer Care (Technical Support) is responsible for ensuring the team provides exceptional customer service at all times, to both internal and external customers. The Assistant Manager will drive key service metrics, and enhance the performance of the team through coaching, training and development and act as the final level of escalation for all Customer Care technical support issues.

Duties and Responsibilities

- Consistently look for ways to improve the level of customer care.
- Monitor appropriate systems, queues and reports to ensure that the team meets or exceeds established call answering and quality performance standards.
- Develop well documented internal Standard Operating Procedures (SOP) and policies for the team, and ensure effective implementation.
- Identify trends in customer issues that may attribute to repeat calls, and liaise with relevant departments to identify appropriate solutions.
- Provide cover in Payment Centre to deal with escalated customer issues and manage team accordingly.

Requirements

- Strong leadership, management, coaching, mentoring and motivational skills.
- Ability to work well with a team in a fast paced, constantly changing environment.
- Ability to establish good working relationships with members of other departments at all levels of the organization.
- Excellent interpersonal skills, with a strong vocabulary, clear and concise speaking voice
- Critical thinker with excellent problem solving skills.
- Target driven, results and detail oriented.
- Ability to multitask and meet specific goals set by management.
- Ability to work on Saturdays and evenings.

Education/and or Experience

- Associates degree in Information Technology/Computer Science in a related field, with a minimum of 3 years direct people management experience in a Customer Care environment.

OR

A+ and/or N+ certification with a minimum of five (5) years' work experience in a technical environment and a minimum of 3 years direct people management experience in a customer facing environment.

- 3 years' experience with POS and customer management billing systems in a telecoms environment.

We offer a dynamic and rewarding working environment along with a competitive compensation package. If you possess the requirements for the position and this sounds like the challenge you've been waiting for, please apply with a cover letter and detailed resume and Email: hr@onecomm.bm

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CLOSING DATE FOR APPLICATIONS: June 13th, 2017