

CONSUMER SUPPORT EXECUTIVE

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!

Digicel is seeking a self-motivated individual for the position of **Consumer Support Executive**. Reporting to the Head of Consumer, the Consumer Support Executive will be responsible for supporting the Consumer function. The successful candidate will ensure optimal support in product analysis, testing, proposition support & customer experience. This position is key within the business and offers strong exposure to other functions within the company and scope for future development.

Primary Responsibilities include (but are not limited to):

- Run and create scheduled and ad-hoc reporting that informs consumer performance and use to make recommendations for action
- Ownership of product launch and enhancement programs from initial user testing to marketing launch briefs and sales training support
- Collaborate with marketing to keep abreast of competitive developments, technology changes and customer feedback to identify opportunities for improvement and growth
- Liaise with MIS/BIS teams to inform development of reports and methodology to improve accuracy, value and efficiency
- Analysis of KPI reports to ensure all metrics are on track and to investigate adverse movements
- Assist in construction and measurement of in-life / base value management campaigns
- Support in new product testing
- Be the champion of customer experience from a product perspective and support Group function in providing detail in results versus customer experience targets
- Review and implement new/improved processes
- Provide management oversight and assisting with the overall strategy, direction and operations of business development initiatives

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

- Degree Level Education
- One years' experience of product management or commercial / financial analysis
- High calibre skills in Excel
- Understanding of the unique dynamics of a telecoms or other subscription service company
- Recognition of the pressures of a start-up / high growth company and the confidence, tenacity and resilience to thrive in such a dynamic environment

Interested persons should apply with a cover letter and detailed resume via www.btc.bm, click on the Careers link.

Closing date: **September 6th, 2017**