

CUSTOMER CARE ACCOUNT MANAGER

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 and customer focused individual for the position of **Customer Care Account Manager**. The Customer Care Account Manager is responsible for monitoring and guiding the performance of the Customer Care Team. This supervisory position sets the standard for providing superior customer service and proactive account support to the Digicel mobile & fibre customer base. This position requires an interactive team approach and a sustained high level of assistance to the Customer Care Team.

Primary Responsibilities include (but are not limited to):

- Provide leadership and management direction for support staff, process development, order processing, call handling and customer inquiries
- Distribute and prioritize daily tasks to team members and provide the department's weekly/monthly statistical data on the team's performance against departmental objectives/monthly targets
- Effective and timely resolution of customer issues escalated to the team, exercising proper judgement and discretion and appropriately escalating to the appropriate department or Senior Manager
- Liaise with other departments to improve synergies and enhance inter-departmental communication to identify obstruction that will restrict work flows, with the final result being ultimate customer satisfaction
- Support teambuilding initiatives and effective recognition and promote a positive team environment
- Work directly with the Marketing team ahead of launch to ensure the customer experience is correct for all commercial launches
- Brief/Train the Trinidad team on any new promotions/products that are launched
- Coordinate monthly team schedules to ensure sufficient coverage to meet agreed service goals and SLAs
- Be available to be on-call evenings until 8:00pm, weekends and Public Holidays

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

- Five years' experience in a similar role
- Good organizational skills and proven track record of delivering objectives on tight deadlines
- Customer focused, influential and a strong negotiator
- A high level of confidence and self-awareness to effectively project professional image of self and company
- Results oriented and accountable for sales goals and targets with a strong commitment to succeed
- Ability to coach, train and mentor staff

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**