

we're hiring

Digicel is looking for a top candidate to fill the role of Head of Consumer Sales.

job overview

The Head of Consumer Sales will be responsible for all aspects of consumer sales, across fixed line, mobile and FTTH, ultimately ensuring first class customer experience and achievement of targets in respect of customers, ARPU and revenue.

Primary Responsibilities include (but are not limited to):

- Customer experience at all front end customer sales touch-points
- Management of Digicel/BTC owned retail channels, ensuring best in class environment and customer experience is delivered and ultimately achieving required standards in retail audits as well as commercial targets
- Leadership role in developing retail sales, including people development and incentivisation, store optimisation, operations and processes
- Management of other sales channels, including telesales teams, including training and efficiency/performance monitoring
- Ultimately achieve required budgets/targets in respect of subscriber acquisition, retention and ARPU
- Actively engage with Commercial and Marketing teams to ensure effective deployment and integration of sales initiatives.
- Monitor competitor and industry activities and trends, determining and executing on appropriate actions to harness opportunity and protect against competitive threats
- Manage costs within both budget and appropriate/acceptable levels
- Daily, weekly and monthly reporting on commercial KPIs, operations and activities, plus other reporting as required

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

- Degree level qualification in directly related subject
- At least 8 years directly related working experience in competitive FMCG sales environments, of which minimum 3 years in mid-senior management roles
- Excellent communication and interpersonal skills
- Leadership and working as part of team
- Ability to handle and deliver on multiple priorities from multiple stakeholders in high pressure environment
- Competency with Microsoft Word applications – minimum Word, Excel, Outlook and PowerPoint
- Competency with interpreting trends from various data sets
- Ability to set and manage priorities judiciously

Interested persons should apply with a cover letter and detailed resume via www.btc.bm, click on the Careers link.
Closing date: December 15th, 2017

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PLEASE NOTE THAT ONLY SHORT LISTED CANDIDATES WILL BE CONTACTED.