

# we're hiring

Digicel is looking for a top candidate to fill the role of Sales & Quality Assurance Manager

## job overview

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 driven, sales and customer focused leader with excellent organizational and problem solving skills with a proven track record of delivering objective on tight deadlines for the position of Sales & Quality Assurance Manager.

Reporting to the Head of Consumer Operations, the Sales & Quality Assurance Manager will have full responsibility and accountability for the direction and performance management of the Consumer Sales Team ensuring sales targets are met and that appropriate quality controls and processes are developed, maintained and adhered to. The main focus of the role will be to effectively manage sales campaigns to ensure that the team is meeting daily, weekly and monthly sales targets and KPIs, whilst upholding the Digicel brand and reputation.

### Essential Responsibilities will include (but not limited to):

- Provide leadership and management for Consumer Sales staff, process development and adherence, order processing, call handling and customer inquiries
- Clearly communicate and set context on all sales campaigns, such that agents are clear and fully equipped to achieve effective returns
- Provide sales performance reporting, including specific campaigns, identify positive and negative trends to improve results and reduce losses/downgrades
- Gather customer information and feedback to assist in the review of products and propositions and their competitive positioning, as well as the design and launch of new and effective offers to market
- Coordinate monthly team schedules to ensure sufficient coverage to meet agreed service goals and SLAs
- Act as the main liaison between the Service Delivery Department and Consumer Sales team to ensure there is a direct line of communication between each department and flow of work is being effectively tracked and managed
- Conduct performance appraisals, provide feedback and develop/coach team members

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

- Bachelor's degree in a Business Administration, Communications or related discipline with a minimum 5 years' experience in a telecommunications environment that includes minimum of 3 years management experience
- Or minimum 7 years' experience in a telecommunications environment that includes minimum of 3 years management experience
- Two (2) years' experience using a customer relationship management software
- Two (2) years' experience using field management software
- Aptitude for learning in a fast pace changing telecommunication environment

Interested persons should apply with a cover letter and detailed resume via [www.btc.bm](http://www.btc.bm), click on the Careers link.

Closing date: May 2nd, 2018

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PLEASE NOTE THAT ONLY SHORT LISTED CANDIDATES WILL BE CONTACTED.