



One

## BUSINESS SOLUTIONS SPECIALIST

One Communications' ("One") has an excellent opportunity for a detailed oriented professional to join our Business Development team. Reporting to the Business Solutions Manager, the **Business Solutions Specialist** will be responsible for providing an exceptional level of customer service to One Communications' Business customers; including Tier 1 technical troubleshooting and support, solving helpdesk tickets, resolving billing matters, assisting with the complete sales process, and liaising with other departments on their behalf.

### Duties and Responsibilities

- Maintain exceptional professional standards, and strive to provide superior customer service to all current and prospective business customers.
- Respond to incoming calls and helpdesk emails regarding products, services, and billing matters.
- Ensure key customer information is kept updated in the CRM database and billing system.
- Assist Sales with up-selling and cross-selling the suite of One Communications' products and services.
- Work closely with department managers to ensure all Tier 2 and Tier 3 client matters are escalated and addressed in a timely manner.
- Work with Finance to ensure all billing matters are identified and addressed in a timely manner.
- Monitor technical portals and platforms to identify customer impacting incidents, and to assist with tier 1 troubleshooting.
- Participate in scheduled training and development programs to remain well-informed of all products and services on offer.
- Must be available for standby on a rotational basis.
- Effective work discipline; a high degree of organizational skills and ability to prioritize workload
- Ability to remain calm and effective under pressures of peak-hours or when dealing with difficult situations.
- Ability and enthusiasm to adapt to an ever-changing environment and industry

### Education and/or Experience

- Undergraduate degree in Business Administration or equivalent certification(s).
- Or a minimum of 5 years relevant work experience in a Customer Service role/environment (preferably in a technical telecommunications field).
- A strong understanding of Telecommunications (Wireless and Fixed Services) would be an asset.
- Proficiency with the Microsoft Office platform.

### Skills and Abilities

- Excellent business communication skills (comprehension, written, and spoken)
- Superior customer service and interpersonal abilities
- Excellent problem solving skills and the desire to help others solve problems
- Must be team oriented, results oriented, and detail oriented
- Outstanding time-management skills and ability to work well under tight time limits.

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

One Communications Ltd. (the operating name for Bermuda Digital Communications)) is Bermuda's premiere full-service technology and communications provider of mobile, TV and internet services. Our mission is to deliver leading and reliable communication services to residences, small business and global enterprises, exceeding customer expectations at every touch point.

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CLOSING DATE FOR APPLICATIONS: **Thursday, May 31<sup>st</sup>, 2018**

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