

Head of Customer Experience

One Communications' ("One") has an excellent opportunity for a results oriented professional to join our Customer Care team. Reporting to the Director of Human Capital and Customer Experience. As a successful candidate, you will be responsible for the implementation of business strategies that maximize revenues by driving consumer sales and leads the customer experience strategy and accountable for all KPI's across the customer journey.

Responsibilities and Duties include (but not limited to):

- Meet company targets for consumer sales utilizing customer acquisition, upsell and churn reduction strategies developed in conjunction with the Chief Commercial Officer.
- Assist the Director of Product Management to facilitate the launch of new products and services launches with the sales and customer care teams. Create sales strategies to ensure the success of all products or services.
- Drive One's 'delight the customer' approach by developing innovative customer journeys that deliver high levels of customer service as measured by NPS and other key success metrics.
- Work with network operations and marketing teams to proactively identify and resolve all critical issues that might affect the performance of One's products/services and associated customer support processes.
- Handle escalated customer situations, or provide the team with support, as necessary, demonstrating a high level of customer service.
- Oversee training programs for retail and customer care teams to ensure product knowledge and service quality levels meet established targets.
- Develop and own the operating and capital budgets for the retail and customer care departments.
- Develop and maintain awareness of the local competitive marketplace as well as consumer trends in the telecoms sector.
- Manage direct reports, review performance and goals in order to develop individuals to the highest possible standard.
- Manage a range of financial and non-financial reports that support performance measurement.

Skills and Abilities

- Highly developed leadership and interpersonal skills.
- Prior success in coaching and mentoring staff.
- Strong sales and negotiation skills.

- Strong decision-making and problems solving skills.
- Good organizational skills and a high level of confidence.
- Advanced user of Microsoft Office Products and point of sales systems.
- The ability to handle multiple tasks simultaneously in a highly pressured environment.
- Proven track record of delivering objectives.
- Ability to work overtime as business demands.

Education and/or Experience

- University Degree preferred.
- Five years of experience in a senior manager capacity within in the mobile wireless and/or telecommunications industry.
- At least five years' experience managing a large team of employees.

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

One Communications Ltd. (the operating name for Logic 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.

CLOSING DATE FOR APPLICATIONS: **Monday, March 23rd 2020**