



Our Client, **ZipX**, Bermuda's premier package and shipping service, have an immediate need and invite applications to apply for the following position:

Customer Experience Manager

ZipX is seeking a dynamic and personable leader for their express team to ensure an exceptional customer experience. The successful candidate will also be responsible for developing and implementing policies and procedures of the ZipX Express Customer Service Centre for efficient and effective operation.

Duties & Responsibilities:

- Set clear direction for and effectively lead a team of service professionals
- Develop thorough and effective policies and procedures for the new Customer Service Centre
- Increase the value of current customers while attracting new ones
- Effectively problem solve; resolve issues proactively and effectively
- Build sustainable relationships and trust with customers
- Ensure customer service quality control measures are developed and enforced
- Such other duties as may be delegated

Minimum Qualifications, Experience & Skills:

- Minimum 5 years' experience
- Proven customer support experience or experience as a Client Service Representative
- Excellent communication and presentation skills
- Ability to thoughtfully dissect a problem and deduce most appropriate solution
- Ability to multi-task, prioritize, and manage time effectively
- Flexible schedule which may include weekends and holidays

ZipX adheres to a policy of a drug free work environment and reserves the right to perform pre-employment criminal background checks and random drug tests.

Interested applicants should apply in writing and submit two professional written references to:

Ontru: Human Resources – ZipX
91 Reid Street, Hamilton, HM 19
Or email hr@ontru.bm

All applications must be received no later than: September 8, 2021

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