



Seeks applications for the position of:
BLACKBERRY REPAIR AGENT

The BlackBerry Repair Agent directly to the Retail Sales Manager and is responsible for Providing world class customer service in an effort to resolve Customer queries and or other issues and concerns received in the BlackBerry Center via walk-in, telephone, or electronic medium.

The successful candidate will:

- Have direct responsibility for receiving and analyzing queries from customers as well as accurately and thoroughly logging and addressing queries in the appropriate application
- Respond to handset feature queries, BlackBerry and Technical queries, requests and issues reported by customers
- Escalate Technical, BlackBerry and systems-related issues, ensuring updates and resolutions are communicated to the customer at regular intervals
- Make client visits to offer BlackBerry support or to facilitate presentation of BlackBerry product if requested from the Senior Sales Management Team
- Provide summary and detailed reports to Retail Manager and other departments such as Marketing, Technical, IT and Finance which highlight areas of concern resulting from customer queries
- Liaise with these departments to solve queries and complaints
- Provide support in activations and deactivations of customers
- Accept bill payments

The successful candidate should possess the following:

- High School Diploma or equivalent
- Proficient in written, verbal and interpersonal communication, combined with strong organizational and follow up skills
- Proficient computer skills
- Highly developed sense of integrity and commitment to customer satisfaction
- Ability to work with minimum supervision, completing a multitude of tasks within a tight timeframe.
- Ability to understand and explain technical concepts and to keep up-to-date with a constantly evolving technology
- Dynamic, enthusiastic, personable and outgoing personality
- A willingness to work weekends and extended hours as necessary
- One year's prior experience in the customer service field
- Knowledge of the telecommunications industry would be an asset but not essential
- Experience in electronic repairs

Closing date: July 22, 2011

Please apply in writing with resume
via email to: hr.bermuda@digicelgroup.com
or in writing to: Human Resource Director, Digicel,
P.O. Box HM 896, HAMILTON HM DX.
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