**JOB DESCRIPTION**

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| **JOB TITLE:** | Service Manager |
| **HOURS OF WORK:** | 37.5 hours |
| **REPORTS TO:** | Head of Enterprise Sales - Jersey |
| **WORKING WITH:** | Jersey Sales, Professional and Managed Services |
| **DEPARTMENT:** | Enterprise Sales |
| **LOCATION:** | Jersey, Channel Islands |

## JOB PURPOSE

The Service Management team is responsible for the service relationship with Enterprise customers. They ensure that Enterprise Customer satisfaction is high and that customers have an excellent experience both from the people at Sure and the services we provide. They will work closely with our Sales and Professional Services teams to ensure that Sure is attentive to all the needs of our Enterprise Customers; being Professional, Proactive and Personable in every interaction.

We aim to delight our customers and differentiate ourselves through providing a comprehensive and consistent high-level of service. Going above and beyond what’s expected and working in an enthusiastic, collaborative and professional manner.

## MAIN DUTIES AND RESPONSIBILITIES

* Service management
  + Meet with a portfolio of Tier 1 and Tier 2 customers on an agreed meeting schedule and perform service management reviews with them. This includes providing reporting, minuting the meetings and tracking actions
  + Work alongside Enterprise Account Directors and their clients in providing first class service to clients
  + Provide information to business customers relating to any query on products or services provided by Sure
  + When requested or by regular arrangement, provide business customer reports and audits on their services.
  + Provide responses to business customer request for information related to billing queries
  + Manage customer escalations on service issues relating to delivery and fault management
  + Provide project management type support on major customer projects
  + Contribute to the Enterprise Customer Account Development Plans
* Service delivery
  + Assist Account Directors with all aspects of Enterprise customer projects and orders
  + Co-ordinate work with service delivery team on the progress of installations and equipment requests
  + When necessary, ensure the appropriate engineering resource is liaising effectively with the customer, providing updates of appointments, notification of changes and calls on day of delivery
  + Provide support and coordination for major customer porting projects
  + Assist customers with moves, adds and changes for their services, particularly relating to Mobile provision.
* Service faults
  + Deal with any logged faults or escalations on behalf of the customer, ensuring the appropriate engineering resource is providing effective customer updates
  + Manage logged faults to ensure all faults are resolved and closed within the agreed service levels
  + Work closing with the Service Operations Centre (SOC) to ensure resolution of incidents and problem management in line with ITIL best practice.
  + Manage customer escalations for service delivery or faults or any issue raised by the customer
  + Provide appropriate information (service audits, incident or billing reports) to customers, their agents or other SURE departments where appropriate

**In addition, the person will be required to**

* Understand and comply with the licence and other regulatory rules applying to the position.
* Understand and comply with the Data Protection Law as it relates to the position
* Understand and comply with the Health and Safety responsibilities relevant to the role as defined in the Sure Safety Policy
* Work in accordance with the safety procedures and safe working policies of Sure
* Undertake appropriate security awareness training covering information security, data protection, financial crime and payment card data and comply with their information security responsibilities. This awareness training includes understanding of the incident reporting process to be followed in the event of the employee suspecting, causing, or discovering an information security incident.

## SKILL REQUIREMENTS

* Skill and experience in dealing directly with customers
* Ability to communicate effectively with Sure staff at all levels in many departments
* Highly organised, able to manage multiple tasks at once
* Appreciation of the telecommunications market and customers.
* Recognised Business Qualification (desirable)
* Knowledge of Microsoft Office, in particular Microsoft Excel
* Self motivated with the ability to work alone or as part of a team

**THE WAY WE DO THINGS**

* We work together as One Team,
* We strive for Customer Satisfaction,
* We are Reliable,
* We have a Passion for Technology & Learning
* We are Community & Sustainability Focused

Due to the nature of this position, the postholder must hold a satisfactoryBasic Police Disclosure. All disclosures of a criminal background are treated with the strictest confidence and checks will only be made in connection with suitability for a post and for no other purpose.

Convictions likely to be considered relevant to this post include dishonesty and those indicating a breach of trust, due to the security requirements of the role*.*

Please note that disclosure of a criminal record will not necessarily debar you from employment in this post – this will depend on the nature of the offence/s and the circumstances surrounding it/them.