

3. Vendor Management – Service Delivery

Job Summary:

- The vendor management specialist is to manage vendor relationships to achieve the agreed commercial outcomes through the leverage of the vendor's services.
- The role required diligent periodic engagement and performance review with the vendors to ensure conducts are in line with the contractual obligation and deliveries fulfilled as per agreed performance metrics, and he/she is accountable to deliver unmatched personalized experience for all fibre customers, cutting across home, business & SME and operates within the optimal operating budget.
- Apart from the functional expectation, he/she is must represents the organization in an honest, ethical and professional way in managing relationship with all vendors backed with good skillset in relationship management to negotiate and secure best interest position for the company.

Job Responsibilities:

- Operational ownership on vendor contracts, including evaluation criteria, deliverables, penalty execution and manages termination of contract.
- Prepare and generate periodic vendor performance report to review vendor's deliverables against agreed performance metrics.
- Lead quarterly and annual vendor site audit to ensure all contractual obligation and commitments remain intact against commercial contract.
- Identify and implement improvement plans or efficiency enhancement initiatives for vendors to deliver business objectives.
- Close collaboration within Fulfilment and Technical Support team to ensure vendors are effectively managed and contractual commitments are completely leveraged.
- Manage outward communication to vendors to facilitate understanding and awareness of organizational strategic direction, business expectation, new specification of delivery, new scope of works, performance gaps, and any contractual obligation.
- Manage the interaction between vendors and internal program delivery leaders to provide adequate visibility of interdependent initiatives and programs
- Lead in sourcing discussion for revision of any contractual agreements with the vendors to ensure alignment, transparency and best rate offering.
- Accountable for customer experience deliverables: QA score and optimal operating budget.
- Responsible for regional business growth in Allo Business, Retails and Enterprise
- Performs other related duties as assigned.

Job Requirements:

- Bachelor's Degree, Post Graduate Diploma, Professional Degree, Computer Science / Information Technology or equivalent.
- Relevant work experience of minimum 5 years in telecommunications, proven track record in vendor management, fibre or fixed service installation and support.

- **Computer Skills**

The administrative side of this role requires good computer skills to analyse data and create reports.

- Communication Skills
Possess strong interpersonal skills, which enables them to communicate with their team, give clear instructions, and provide great customer service.
- Teamwork
To work well as part of a team, to take on tasks during busier periods to help colleagues, and to be of assistance or offer guidance to other members of staff.
- Detail-Oriented
This position requires analytical skills and the ability to interpret information from numerous sources to prepare and present reports. For this aspect of the role, being detail-oriented and able to find focused solutions to business problems is useful.
- Leadership
Have strong leadership skills in order to motivate and lead their team effectively and to ensure that junior employees have the knowledge they need to do their jobs well.
- Proactive, self-motivated with attention to detail and independent.
- Excellent organization, communication and interpersonal skills.

Interested applicants are invited to submit a detailed resume stating qualification, expected salary, contact details, and recent passport-sized photograph (indicating the position applied for) to hr@allo.my. Only shortlisted candidates will be notified.

