

MANAGER – CUSTOMER SERVICE PLANNING AND MANAGEMENT

JOB SUMMARY:

To provide leadership and set directions and policies in the areas of customer operations in line with company goals and objectives.

JOB RESPONSIBILITIES:

- Formulate service strategy and business plan via the key customer touch points, i.e. Call Centre, Counter Service, Customer Resolution Unit and Preferred Services.
- Maintain up-to-date knowledge of industry trends and development and introduce best practices into Contact Centre and Counter Service.
- Champion performance-enhancing initiatives in improving the productivity of the Call Centre (e.g. Offloading Call Centre volume) – Champion Customer Complaint Handling by engaging closely with Product/Business Owners on process reengineering, i.e. analyze root causes, revise SOP and reduce complaint incidence.
- Drive and achieve KPIs for Call Centres, Customer Resolution Unit and Counter Service.
- Oversee and manage the day-to-day operations of the Counter Service across all relevant areas including front end operations, line support operations and other shared service functions.
- Assign work, set completion dates, review work and manage performance of the team.
- Serve as a last-mile escalation point on complex escalated customers' complaints for resolution.
- Identify every opportunity from process improvement and system automation to improve service delivery and value-added opportunities for both residential and business customers.
- Ensure compliance with regulatory requirements, external and internal auditors.
- Liaise with internal and external stakeholders to foster an effective customer focus and develop new and innovative ways to create and maintain long term relationships and ensure that every customer is serviced consistently and according to their individual needs.
- Updates job knowledge by participating in educational opportunities, maintaining personal networks, and participating in professional organizations.
- Accomplishes information systems and organization mission by completing related results as needed.
- Perform other related duties as assigned.

JOB REQUIREMENTS:

- Candidate must possess at least Bachelor's Degree in Management Studies, Business Administration, Marketing, or any other related discipline preferably with 5 years' experience in Telecommunication industry.
- Minimum 10 year(s) of working experience in customer service department in management position.
- Familiar with CRM systems and practices.
- Outstanding positive leadership skills.
- Strong problem solving and analytical skills.
- Strong knowledge of industry leading customer support tools and services.
- Strong organizational and time management skills.
- Proven record in setting KPIs, SLAs and metrics for customer engagement and meeting SLAs.
- Strong written, verbal and presentation skills.
- Have knowledge on customer service software, emerging eComm tools and new technology implementation.



- Possess strong interpersonal skills to be able to relate cordially with different classes of people.
- Possess flexibility and ability to effectively perform multiple functions at a time.
- Have positive, service-oriented attitude.
- Managing customer service operation either call centre or counter service.
- Applicants must be willing to work in Cyberjaya, Selangor.
- Able to start work immediately would be an added advantage.

