

We are seeking a visionary and strategic leader to join the team as the Chief Executive Officer (CEO). TelEm vision is to enable a future where Sint Maarten thrives through digital solutions. TelEm, the leading telecommunications provider in Sint Maarten is committed to exceeding customer expectations by delivering innovative and sustainable digital services accessible to all.

For one of their clients BDO is looking for a

# Chief Executive Officer (CEO)

## Sint Maarten Telecommunication Holding N.V. (TelEm)

### ROLE SUMMARY

The CEO will provide strategic leadership to TelEm, overseeing the company's governance, commercial growth, and digital transformation. This role involves directing the senior management team, ensuring operational excellence, and driving innovation to maintain TelEm's position as an Integrated Digital Service Provider. The CEO is accountable for TelEm's financial performance, regulatory compliance, and customer satisfaction, fostering a culture of teamwork, empowerment, and excellence. The CEO is required to embody and promote the desired company culture while uniting and maintaining cohesion within the leadership team.

The Chief Executive Officer leads the Managing Board of TelEm consisting of the Chief Financial Officer, Chief Commercial Officer, Technical Director, and Director People & Culture. The CEO is reporting to the Supervisory Board of Directors (SBOD) and directly supervises the Technical Director, Director People & Culture as well as the Head of The Internal Audit and Revenue Assurance and a management assistant, and indirectly oversees the entire organization.

### KEY RESPONSIBILITIES

#### Strategic Vision and Planning

- Develop and communicate a clear strategic vision aligned with industry trends and customer needs.
- Create long-term plans for digital transformation and market expansion.

#### Digital Transformation Leadership

- Lead digital initiatives and foster a digital mindset across the organization.
- Drive cultural change to encourage innovation and entrepreneurship.
- Business Development and Commerce:
- Execute commercial strategies to drive revenue growth and enhance customer acquisition and retention.
- Identify and capitalize on market opportunities while managing risks.

#### Operational Excellence

- Ensure effective management of resources, including financial, human, and technological assets.
- Monitor performance through key performance indicators (KPIs) and financial metrics.

#### Technology and Infrastructure Oversight

- Direct the development and implementation of

advanced telecommunications technologies.

- Oversee investments in emerging technologies to enhance service offerings.

#### Customer Experience Excellence

- Prioritize customer-centric strategies for exceptional end-to-end experiences.
- Utilize data analytics to enhance service quality and customer satisfaction.

#### Partnership and Ecosystem Development

- Build strategic partnerships to enhance digital capabilities.
- Collaborate with industry players to create a robust digital ecosystem.

#### Risk Management and Regulatory Compliance

- Implement robust risk management and ensure compliance with relevant laws and regulations.
- Advocate for policies supporting digital innovation and industry growth.

#### Talent Management and Leadership Development

- Develop a high-performing leadership team and foster a supportive and inclusive work environment.
- Promote customer-centricity, innovation, collaboration, and community engagement.

### QUALIFICATIONS

- Master's degree in Business Administration, Information Technology, Engineering, or Computer Science. Certifications in Digital Transformation, Data Analytics, or leadership are a plus.
- Extensive leadership experience at the executive level, preferably in telecommunications.
- Strong operational, technical, commercial, and financial acumen.
- Proven strategic thinker with experience in growing and developing organizations.
- Excellent communication, management, and organizational skills.
- Fluent in English; proficiency in Dutch is preferred.

### KEY COMPETENCIES

- Visionary leadership with strategic thinking and communication, fostering collaboration and accountability.
- Strong, confident leader with vision and authority, fostering trust, focus, accountability, talent development and succession planning.
- Translates urgency into action with excellent business

acumen, analytical, management, and organizational skills capable of foreseeing market trends and integrating digital strategies.

- Confident, adaptable, and persuasive communicator with exceptional interpersonal abilities.
- Entrepreneurial mindset, effective influencer and negotiator turning strategy into results.
- Adaptable decision-maker with emotional intelligence, ensuring regulatory compliance.
- Digital savvy, leveraging technologies for growth, innovation, and continuous improvement.
- Foresees market trends and integrates digital strategies.

### TERMS OF THE OFFER

- The position is offered on a performance based contract of services of up to five years, with the possibility of renewal based on achieved performance.
- Remuneration is competitive and will be negotiated with the successful candidate.
- The position may require occasional travel to attend meetings, conferences, and site visits.

### APPLICATION PROCESS

If you are a dynamic and strategic leader with a passion for telecommunication and a track record of executive success, we invite you to apply for this exciting opportunity. Please submit your resume and a cover letter by **September 15, 2024** to:

#### BDO Dutch Caribbean

E-mail: [applications@bdo.cw](mailto:applications@bdo.cw)

Reference: **Application for CEO of TelEm**

All applications should be submitted along with the following documents:

- Cover letter with short motivation;
- Updated Curriculum Vitae;
- Certified copies of all academic transcripts, professional membership qualifications, and certifications;
- Names of three referees, two of whom have closely supervised your performance at work during the last 5-10 years.

#### Note

- A clean police record and a comprehensive assessment are mandatory for the selection process.
- The application process includes an official background screening relevant to the function.
- Only candidates shortlisted will be contacted for interviews.