

we're hiring

Digicel is looking for a top candidate to fill the role of Corporate Desk Executive

primary objective of the job

This is a great opportunity for the high performing individual who enjoys making sure the customer is always being treated to the highest standards.

The primary function of the Corporate Desk Executive is to manage and implement best-in-class customer care for our corporate customers and to maintain a strong customer focused culture within the business.

main duties and responsibilities

- Deliver World Class Customer Care to our corporate base and prospects by receiving and taking ownership of all customer queries.
- Escalate, Track and follow up on all actions set out in the organization and resolving customer complaints.
- Maintain and execute an up to date ticketing of the corporate data base in the appropriate systems.
- Activate new customers (Prepaid, Postpaid, Closed User Groups, SIM Replacement).
- Support retention activities to existing corporate customers and cross and up sell Digicel products and services.

main Academic qualifications and experience required for the position:

- HAVO education or higher.
- At Least 2 years' experience in commercial relative activities.
- Experience in generation and retention activities (especially outbound calls).
- Accurate and strong deadline adherence skills.
- Excellent in English and Papiamentu (verbal and written). Dutch and Spanish is a real asset.

Please send your motivation letter and detailed resume in English to **Sabrina.Rolfast @digicelgroup.com**, before April 20th, 2018

For a detailed overview of the position please view the full job description on our website at **www.digicelbonaire.com**

PLEASE NOTE THAT ONLY SHORT LISTED CANDIDATES WILL BE CONTACTED.

Digicel