



begin a **JOURNEY** with us

Telekom Brunei Berhad (TelBru) is inviting qualified, dynamic and competent candidates to be a part of dynamic and result driven team to fill the following vacant position:-

MANAGER, CHANNEL MANAGEMENT

MAIN DUTIES AND RESPONSIBILITIES

JOB PURPOSE:

- Responsible for ensuring, sustaining and maximizing the delivery of customer service and experience via TelBru's non-branch customer channels, in particular the Call Centre/ Contact Centre and online channels that are available to TelBru customers. Assists in the development of policies and objectives directed to better management of customer channels, including customer communication and notification via these channels.
- Assists the Head of Customer Experience Management in the execution of Department Strategy and initiatives.
- Relieves the Head of Customer Experience Management in the running of the Customer Experience Management Department in his/her absence.

RESPONSIBILITIES:

- Ensure that performance and delivery of Call Centre/Contact Centre are monitored.
- Ensure and drive improvement, performance and consistency of My TelBru in its usage and acquisition.
- Takes immediate action to damage control and put in place solutions to address feedback received on any of the services provided, such as My TelBru, Online Application, Call Centre/Contact Centre, notifications to customer related issues.
- Analyses Channel related Management Information and drive branch migration towards payment via My TelBru.
- Analyses Channel related Management Information to continuously improve customer service flow, including performance measures such as service standards, service level agreements etc and provide a monthly update on service performance.
- Prepares the required Channel Management Reports on a regular basis.
- Conducts regular Measurement assessments on all Online applications to ensure integrity and dependability.
- Works closely and maintain positive working relationships with internal and external customers to support the delivery of excellent customer experience.
- Draws up standard operating procedures to govern all Customer Experience on alternative channels.
- Develop and support subordinates and peers' development, especially in the area of Customer Experience by sharing knowledge and information and identifying the required trainings and ensuring that the staff receive the trainings required.
- Generates ideas on customer and staff for Channel delivery related initiatives or service incentive programmes.
- Drives and promotes the use of TelBru's alternative channels.
- Assists in risk mitigation or management for any customer impacted activities and any service interruption is kept to a minimum.

QUALIFICATION, EXPERIENCE AND COMPETENCIES:

- A Degree holder in Business Administration/Management or Business related Qualification.
- At least 5 years' experience in any service industry in managing the channel management or in a customer facing managerial role.
- Has a sound understanding and appreciation of the importance of delivering excellent customer service.
- Creative/innovative and possess problem-solving and negotiation skills and good inter-personal skills.
- Ability to quickly grasp concepts and understanding of the business requirements and directions.
- Computer literate. Able to operate Microsoft Excel, Word, Office, Outlook, Power Point etc.
- System literate. Have an understanding of C2MS, CMS, e-care & other relevant support systems used within the company.
- Ability to analyse data reporting.

Interested candidates are required to submit their full resume, stating complete academic qualification and experience together with a recent photo (non-returnable) not later than **16th April 2018 (Monday)** and label the file as **"Manager Channel Management"** email it to careers@telbru.com.bn or to the following address:

HEAD OF HUMAN RESOURCES
Telekom Brunei Berhad (TelBru)
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RBA Plaza
Jalan Sultan BS8811
Bandar Seri Begawan
Negara Brunei Darussalam

Only SHORT-LISTED candidates will be notified

