

thrive on an exciting new opportunity

PMO & CUSTOMER EXPERIENCE LEAD

Reporting to the Director- Customer Experience & PMO, the incumbent will be tasked with the conceptualisation, planning, development and implementation of the program management office within the department. Moreover, the candidate will be responsible for ensuring that the overall company strategy is implemented through agreed actions and that main projects are managed efficiently.

The main duties include but are not limited to:

- Managing the development & follow-up of corporate objectives within Customer experience and CEO's office.
- Coordinate cross-functional alignment on delivering the overall objectives of the company.
- Provide the monthly tracking and reporting of performance, against the objectives defined for each department and escalating objectives that are running late on delivery to the Director-Customer Experience & PMO.
- Constantly review performance against objectives and update the Management.
- Ensure implementation of the Customer Experience Program and monitor the key KPI's.
- Ensure the right information/resource is availed to the PMO and departmental project managers to benchmark and apply best PMO practice.
- Develop and implement project tracking tools and templates that enhance the follow up of corporate projects reporting as well as P/ITTM roadmaps.
- Directly manage the main corporate projects of the company with special follow up and weekly updates to the Director- Customer Experience & PMO and CEO's office.
- Ensure efficient allocation of resources and skills within the project portfolio.
- Ensure overall integrity of the program/projects - focusing on the internal consistency of the function and outwardly on its coherence with interfaces within other functions.
- Liaise with other departments for contributions to corporate programs/projects.
- Initiate management interventions and mitigation to program/project risks/gaps.
- Ensure that product TTM and the global infrastructure TTM roadmaps are aligned.
- Maintain the TTM dashboard and act as TTM coordinator for all TTM projects.
- Ensure adherence to TTM/ITTM guidelines and timelines by all teams.
- Help in building TTM presentations and submit to TTM board at group level.
- Participate in product board reviews for all PTTM/ITTM presentations.
- Monitor the TTM milestones for all products undergoing development and support the product managers to ensure timely rollout.
- Ensure T4 for all projects is reported on.
- Maintain the operational dashboard and ensure reports and action points are up to date.
- Manage the operational meetings.
- Ensure meeting minutes are prepared in time and circulated to all entities.
- Follow up with all stakeholders on actions arising from operational meetings to ensure timely closure while highlighting actions that remain open beyond set timelines.
- Manage the flow of entries from various departments into the weekly dashboard
- Report progress on weekly management action points assigned to various departments.
- Report progress on major company projects being run within the various departments.
- Advise the Director- Customer Experience & PMO on business trends related to markets, opportunities, sales, deliveries, support & retention.

Qualifications and experience:

- Bachelor's Degree or Equivalent; having a Master's Degree or a Certificate in Project Management will be an added advantage
- 2-4 years of experience in programme / project management

Skills:

- Strategic thinking.
- Ability to partner and use network.
- Commitment to customer.
- Influencing and delegating.
- Decision-making.
- Self-motivated.
- Strong team player with a commitment to value-based leadership.
- Self-driven, energetic, resourceful, creative.
- Ability to project a strong, positive image of him/herself and the Company.
- Ability to build strategic relationships.
- Outstanding leadership & communication skills.

- Ability to engage and partner with customer and internal staff as required.
- Work in a virtual team environment.

CLIENT RELATIONS MANAGER

Reporting to the Director - CRM, the incumbent will be responsible for quality control with all back office activities and associated reporting on activations, playing an integral part in the complaints management process as well as overseeing and managing the overall customer journey/experience for both existing and new customers.

The main duties include but are not limited to:

- Managing client relations units (Retentions, Cops and Activations) to ensure high quality work at all times and ensuring set KPIs and standards are met.
- Ensuring the understanding of challenges and goals as well as reviewing processes, policies and improving employee engagement across board by setting up a strategic planning on Cops Transition, Activations and Retentions.
- Identifying process gaps for all the Back Office units, conduct root cause analysis on KPIs and monitoring progress against set benchmarks and metrics.
- Coordinating relationships with both internal and external stakeholders.
- Developing initiatives for newly registered post-paid clients on complete understanding of their contracts.
- Assisting the complaints team in responding to escalated and complex customer complaints and inquiries regarding orange products and services.
- Compiling and submitting weekly and monthly reports such as the Quality Assurance Report for corporate (contacts for error rates) and reports related to the contribution to the IBR (Orange money tracker, SIM replacement for monitoring TAT)
- Identifying service opportunities by attending other support department core meetings
- Liaising with external stakeholders on complaints escalated to regulators.
- Supporting Orange Money activity on Quality assurance and file management of received applications
- Monitoring quality, accuracy and efficiency of own and team achievements in order to set key actions for errors to measure functional impact.
- Identifying process gaps and roots cause analysis for process improvement and KPIs reviews.
- Engaging systems processes support for review and formulation of identified processes for back office units

Qualifications and experience:

- Bachelor's Degree in business administration/management related field
- 5-8 years' experience in handling back office functions in service industry preferably telecoms

Skills:

- Excellent leadership skills
- Proven ability to manage teams and handle all operational aspects of back office activities
- Excellent interpersonal skills (team player who generates enthusiasm and builds effective working relationships)
- Very good attention to detail
- Ability to deliver successfully under pressure
- Very good planning and organizing skills
- High experience of working in a service industry preferably in Telecoms
- Fluency in languages – Setswana and English

Interested candidates who meet the minimum requirements can submit their applications, updated CV and certified copies of their academic certificates to: jobsbw.obw@orange.com

The subject window on email should only contain the title of the position being applied for.

Closing date: **8th April 2016.**

Kindly note, that Orange Botswana shall only correspond to short - listed candidates.