



## Job Details

**Reports to:** Contact Centre Manager

**Title:** Operations Manager

**Location:** Limerick

**Duration:** Permanent

## About Virgin Media:

At Virgin Media, we've got a very different way of looking at the world - and it shows in what we're like as a place to work. We think work should be fun - because fun is what our customers demand from our services. So you'll be joining a bunch of people who are free-spirited, capable of coming up with their own ideas, and given free rein to put their talents to their best use. But besides being all about fun, we're also deadly serious when it comes to putting our customers first! Whether it's TV, mobile, home phone or super-fast broadband services, at Virgin Media Ireland we're 110% focused on making our customers lives easier, richer and a little bit more fun.

It's not a nine-to-five, clock in and tune out sort of place. And there's no corporate mask to put on at the door - you can just be yourself. We're hard working, but in it together. Creating something special. Because let's face it. If you don't love what you do, it's time to do something else. Join us.

## About the Role:

This role will be within the Customer Operations Department supporting a highly dynamic business. The Operations Manager will play a vital role in managing Customer Support for Virgin Media Ireland both on and offshore. The successful candidate will need to continuously adapt, innovate and stay ahead of the market environment to ensure the best possible customer experience. You will provide leadership to the contact centre and support the Virgin Media's Customer teams.

## Specific Duties & Tasks:

- As a hands-on manager, you will be responsible for maximising the customer experience (NPS) across all support channels (voice, chat, digital, messenger), and you will lead teams providing consistent, high-quality service, driving KPIs to meet customer requirements. This will be done while keeping within budgeted headcount and other operational costs.
- To that end, there will be a strong focus on continual process evaluation, developing operational efficiencies and driving productivity across the operation. It is essential that you are customer centric and focused on the end to end customer journey.

- The selected Operations Manager will be a driven leader with experience in operational delivery roles and experience of developing, delivering and managing day-to-day operations.

### The Person:

- Collaborative, innovative and highly self-motivated, you can't wait to help us elevate our position in the market.
- Demonstrable operational understanding, commercial awareness, change management and strong leadership capabilities
- Proven history of implementing operational efficiencies and change programmes effectively in a complex and dynamic digital working environment
- Demonstrable track record of creating and driving a passionate culture to provide exceptional experiences for customers, employees and products
- Ability to gain credibility with senior managers and work with /coordinate a network of managers from across the business.
- Proven experience managing a team in a cross functional environment.
- Proven ability of delivering results through others within tight timelines, service levels and to a consistently high standard
- Experience in increasing customer lifetime value and proactive customer retention through customer engagements
- Experienced in identifying, assessing and developing activities to improve overall customer satisfaction and improved experience.

### Qualifications, Skills and Experience:

- Minimum of 5 years' experience managing an inbound operation, with strong customer focus.
- Experience in Telco/Media/Utilities is advantageous
- Strong presentation, relationship building and stakeholder management skills and the ability to listen before you act.

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Virgin Media is an equal opportunities employer. Having a diverse workforce is critical to the success of our business.