



## Job Details

**Reports to:** Service Delivery Manager, Virgin Media Business

**Title:** Service Delivery Executive

**Location:** Eastpoint

**Duration:** Permanent, Full-Time

## 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:

We are looking for a natural service delivery executive with a spark, who can get to grips and learn about how we deliver our wide portfolio of Business products and services to our Business customers. The person will need to gain a technical understanding of fixed line, WiFi, Radio and data connectivity solutions and have the capacity to multitask on multiple projects within the Business Service Delivery functions.

In general, the individual will be responsible for delivering Business customer solutions to the highest industry standards with specific focus on delivering an excellent customer experience at all times.

## Specific Tasks/ Duties:

- Deliver B2B Customer Telco Installations within specific timelines.
- Act as primary point of contact once project has been assigned and ensure high levels of customer satisfaction are maintained.
- Liaise directly with customers throughout the lifecycle of the project delivery ensuring excellent communications and customer experience.
- Liaise with management companies and Landlords in securing the necessary way-leave applications.
- Liaise with the engineering teams to plan installs and agree dates.

- Liaise with the planning department in the co-ordination with 3<sup>rd</sup> party construction and cabling contractors.
- Work closely with the presales team to understand what the customer requirements are and ensure we deliver and exceed expectations.
- Liaise, co-ordinate and maintain relationships with 3<sup>rd</sup> party carriers and suppliers to ensure the delivery of our customer's service is paramount.
- Track project issues and suggest solutions whilst interacting with the relevant teams.
- Be a service delivery advocate with emphasis on speed of delivery as opposed to complex methodology.
- Prepare weekly reports updating each project.
- Produce handover documents to customer and effective handover to our Business Customer Support teams
- Support the B2B Digital Switch On (DSO) programme from a delivery perspective.
- Potentially work across the various teams within Business Operations, WiFi & Cable Service Delivery, Enterprise Service Delivery and Voice Delivery & Activations on a needs basis.
- Represent Virgin Media Business in best light at all times.

## Job Responsibilities

- Delivering of customer projects on time
- Agreeing Project Plans with Customer to ensure we meet their requirements
- Provide regular communications, support and project status reports to our customers via email and telephone.
- Open communication with the Business Operations Team.
- Provide administrative support to other areas of the Business Operations team if requested.
- Monitor installations to ensure quality of work.
- Ensure all reporting requirements are met on time each week
- Update and maintain all Service Delivery systems
- Resource planning and scheduling
- The initiative to work independently

## Key Results Areas:

- Maintain our lead time standards and reduce 'blockers' to install and handover.
- Deliver an exceptional customer experience at all times. Customer first mentality.
- Regular communications with our customers and key stakeholders that is concise and consistent.
- Contribute to any initiatives that improve processes, increase operational efficiencies and deliver a better customer experience.
- Complete any administrative tasks associated with the role.

## The Person:

### Essential Qualifications / Education:

- Leaving Certificate
- Advanced experience in Microsoft Office.

- Solid understanding of our products and services

**Desirable:**

- 3<sup>rd</sup> level degree / qualification

**Essential Experience:**

- Project Management or Service Delivery experience
- Excellent organisational skills
- Excellent communication skills
- Operational Administration
- Customer interaction / relationship skills.
- Experience of working in a dynamic operations environment.
- Proactive and resourceful.
- Ability to work on own initiative

Join and you'll be part of the Virgin Media family. You can trust us to do the right thing by you. We're a great place to work – and we offer impressive benefits too. Get ready for a generous holiday allowance, contributory pension and of course, discounts on our fantastic mobile, broadband and cable.

Ready to TURN IT ON? Apply [jobs@virginmedia.ie](mailto:jobs@virginmedia.ie)

Not your ideal job? Visit our career page to view all of our other open vacancies; <http://www.virginmedia.ie/careers>

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