

Job description and outline of role

Service Manager

Purpose of the role

The Service Manager is to manage the day-to-day customer-focused activities of the company and operational aspects of the business. Duties include, but are not limited to, client services, technical team management and administration.

Reporting to

Group Technical Manager

Main Responsibilities

Client Services

- Build and Maintain relationships with clients
- Regular client care calls and meetings
- Maintain - and ensure staff maintain - the company CRM and operation systems
- Ensure requests for support are promptly responded to and dealt with
- Ensure all customer orders are managed and delivered in accordance with agreed delivery dates
- Always go the extra mile for customers and demonstrate the same to them.
- Identify business opportunities and prospects and sell (or assist team members with selling) company services and products
- IT Support skills preferable but not essential.

Team Management

- Ensuring Team are working to the best of their abilities and following company procedures
- Manage the Team schedule and onsite activities
- Project management
- HR point of contact alongside Managing Director

Administration & Coordination

- All tasks associated with keeping a business running smoothly
- Liaise with Financial Controller for all finance matters

Key attributes for role

- Efficient, organized, polite
- Ability to learn quickly on the job
- Keenness to develop and grow with the company
- Great customer skills and team spirit
- Excellent telephone manner and customer service skills
- Excellent command of the English language – written and verbal
- Highly Computer literate, excellent MS Office skills (Word, Excel, Outlook)
- Can do attitude
- Hardworking, persistent, and dependable.

- Positive and enthusiastic.

Qualifications and experience

- At least 5 years demonstrable operational and administrative experience
- Building and nurturing client relationships
- Exceptional written and verbal communication skills in English.
- Must be able to drive and have BVI Driver's license with own vehicle
- Degree level caliber

Location

Fresh Mango's offices at R&R Malone Complex, Pockwood Pond, Tortola

Remuneration Package

- Salary up to US\$40,000 depending on experience
- Bonus Scheme
- Pool Car use
- Private Health care

Application Process

Applicants should send:

- Resume
- Cover letter explaining why you are suitable for the position

To Mr Guy Phoenix, guy.phoenix@freshmango.com.