

## Job description and outline of role

### Service Manager

#### Purpose of the role

The General 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](mailto:guy.phoenix@freshmango.com).