



APPOINTMENTS

MAKING OPPORTUNITIES KNOCK ON YOUR DOOR

SUNDAY FEBRUARY 21 . 2010



Calling the leaders of future A Career with RB Sri Lanka

We are looking for people who are eligible, entrepreneurial, brave and hungry for opportunity - to join our Management Trainee Program

Position Details:

1. Sales and Marketing – 3 positions

Business graduates from reputed University / Institution
Excellent communication, presentation and analytical Skills

2. Finance - 1 position

CA/ CIMA cleared in single attempt
Excellent communication, analytical and planning Skills

3. Supply Chain - 1 position

Engineering graduate with merit pass
Excellent analytical and planning skills

Maximum 2 years of prior work experience

Those interested in these positions are invited to send their application and detailed resume latest by 28th Feb 2010 to: mt.sl@rb.com



Reckitt Benckiser is a global success story: a world leader in the global household, health and personal care sectors. Our offer is simple - bigger, better and more competitive opportunities to develop a rewarding career at the very forefront of FMCG.

Our success is led internationally by our Powerbrands - big - name brands like Dettol, Veet, Airwick, that aim to achieve global market leadership. Through them we've become No.1 in the vast majority of markets and categories in which we compete. We operate in more than 60 countries, while our brands are sold across 180.

Our people are the power behind these brands - focused, talented and driven individuals, all working together. We are looking for true talent: people who are passionate, highly committed and ambitious, ready for fast development to make their mark.

It's going to be an exciting journey - and you could be part of it.



Job vacancy in Colombo

Job Title: **Senior Representative Service Management**
Location: Colombo

Below is the job description FYI. Purpose

To act as the primary interface to the assigned customer(s) dealing with all customer service matters and escalations, ensuring that SITA always meets the agreed service commitments
To perform activities relating to reporting, service delivery, service level compliance, service performance, problem management, change management and billing. To ensure that issues adversely affecting the delivery of any service or affecting customer satisfaction are dealt with speedily and effectively

Key Responsibilities

- Ensure that all contracted/agreed service levels are met for each element of the services delivered
- Ensure that all services for the assigned contract(s) are delivered, as applicable
- Escalate as required and act as the primary operational point of contact for Customers, Users, Service Providers and line management in case of escalations
- Ensure that all representatives of the customer and their staff are as satisfied as possible with the services received from SITA
- Manage any Service Level Agreements (SLA's) pertaining to customer
- Present a single management interface towards the customer by ensuring the coordination of activities across SITA's Business Units and SITA's service providers
- Ensure that all customer requests for service are dealt with promptly and professionally and services are delivered to the agreed schedule or SLA
- (Help) manage the customer's expectations, have overall responsibility for the customer's level of satisfaction with the products and services provided by SITA and be responsible for the results of the customer surveys - Provide service reports to customers and line management, holding regular reviews with the customer[s] to assess the quality of services delivered
- Proactively seek improvements and innovations in the services delivered by SITA to the assigned customer(s) and/or contract[s]
- Seek feedback from the customer and their users and develop, agree and implement any Customer Service Improvement Plans [CSIPs] required
- Hold regular service reviews, where required, with service providers to review the quality of services delivered in support of the assigned contracts and ensure that any Service Improvement Plans [SIPs] required are defined and implemented - Develop a close working relationship with SITA's account manager[s] and to assist the account team[s] to improve sales results by identifying opportunities to provide additional services to the customer and building and maintaining customer satisfaction - Ensure that all recurring and ad-hoc services delivered are billed
- Provide support to line management and bid teams in developing customer proposals by identifying any local factors that may impact the operational model and/or associated internal and external costs
- Supervise and coach other Customer Services staff assigned to support the customer[s] - Manage the P & L for the assigned contract (s), achieving or exceeding the approved revenues and BC margins

Education & Qualifications

- Degree and qualification in IT or Business, Telecommunications or equivalent
- SITA Service Management Certification Level 2 (=ITIL Foundations)
- SITA Service Management Certification Level 1
- ITIL Service Management

Experience

- 2 years or more experience in Airline / Air Transport industry
- +3 years or more experience in a related role, delivering IT services to internal or external customers
- Experience in a service management or customer services role
- Experience of working successfully in a process-oriented environment
- Experience of continuous service Improvement methods is desirable
- Experience of working in a matrix management environment is desirable
- Experience of working independently in a customer-facing environment is desirable

Knowledge & Skills

- Organizational knowledge and sensitivity Basic product knowledge of all SITA's products & services
- Service management process knowledge (ITIL Service Support & Service Delivery)
- Process knowledge
- IT knowledge

Profession Competencies

Analytical Skills, Creating and Innovating, Customer Focus, Financial Acumen, Negotiation, Verbal Communication, Written Communication, Relationship Management, Service Management Process Adapting&Responding to Change, Working with People

Core Competencies

Adhering to Principles & Values, Customer Focus, Teamwork, Adapting & Responding to Change, Creating & Innovating, Deciding and Initiating Action, Results Orientation

To apply click on below link <http://www.sita.aero/about-sita/careers/careers?apply=1758>