



Job Description

Job Title: Service Manager

Department: Customer Success & Experience Location: Lagos

Reporting to: Head Service management

Purpose statement:

Service Management is pivotal in ensuring seamless end-to-end customer service delivery, focusing on customer satisfaction, incident resolution, and proactive account management. The Service Manager serves as the primary contact for customers, managing their needs, and maintaining strong relationships to ensure loyalty.

Principal Accountabilities/Objectives:

Customer Satisfaction and Loyalty

- Serve as the primary liaison between the company and customers, ensuring a seamless and delightful service experience.
- Address customer inquiries, requests, and issues promptly and effectively to maintain high levels of satisfaction and foster loyalty.

Incident Resolution and zero churn rate

- Proactively manage service-related incidents, ensuring swift resolution and minimal disruption to services.
- Implement robust escalation procedures and follow-ups to guarantee timely issue resolution, thereby minimizing churn rates.

Optimisation and Performance Enhancement

- Analyze and evaluate customer services to identify opportunities for optimization and performance enhancement
- Provide recommendations and reports on service performance, particularly focusing on backhaul utilization and potential congestion.

Relationship Building and Client Confidence

- Cultivate strong and trusting relationships with clients, instilling confidence in the company's services and products.
- Actively engage with clients to understand their evolving needs and forecast future requirements.

Adherence to Standards and Documentation

- Ensure strict adherence to ITIL and ISO Service Management processes for maintaining service quality and consistency.
- Maintain comprehensive and up-to-date service-related documentation to facilitate efficient issue resolution and compliance.

Collaboration and Business Alignment

- Align strategies with the business goals and objectives to meet service expectations and metrics.
- Collaborate effectively with internal teams, including Service, Operations, Legal, and Accounts, to ensure cohesive service delivery.

Communications and Work Relationships:

Key Internal Relationships

Service team members
Regional operations manager
Net-ops manager
C-soc manager
Project Units
Legal Units
Accounts (AR and RA)
Account Managers
Other team leaders

Key External Relationships (client's end)

Contract/service managers
IT/NOC managers

Personal Development

Collaborate with the Head of Service Management to identify and address personal and professional development needs.

Knowledge, Skills, Experience and Competency requirements:

Knowledge and skills

Customer-centric approach with exceptional communication skills (phone and email).
Proven problem-solving abilities, attention to detail, and a 'make it happen' attitude.
Strong understanding and application of ITIL frameworks and industry standards.

Experience and Competency

Previous experience in people and resource management, especially in post-sales support.
Demonstrated ability to manage service-related issues, drive customer satisfaction, and minimize churn rates.
Stress-tolerant with strong interpersonal skills and a proactive approach to customer relation

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