



## Job Description – Service Manager Maritime

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| <b>Employee</b>                           | To be appointed   |
| <b>Department</b>                         | Service Management Maritime   |
| <b>Date</b>                               | ASAP  |
| <b>Location</b>                           | Japan   |
| <b>General</b>                            | <p>The Service Management department is a part of Marlink Maritime</p> <p>Service Manager reports to the head of Service Management.</p>  |
| <b>Main Goals</b>                         | <p>The role of Service Manager is to</p> <ul style="list-style-type: none"> <li>• Be the <b>trusted advisor</b> to a selected and named set of customers</li> <li>• Manage all activities related to services provided to the customer with the aim to ensure and improve <b>customer satisfaction</b> in line with contracts and costs as defined by the company strategy and the customer contract.</li> <li>• Identify operational customer needs and fulfill those within contract obligations to improve <b>customer retention and loyalty</b>.</li> <li>• Identify additional customer requirements and new opportunities, and be able to address those within Marlink with the aim to further <b>upsell</b>, interfacing with the Account Managers and Product Development teams.</li> </ul> |
| <b>Responsibilities and Authorisation</b> | <p>Responsibilities and authorisation are in accordance with the processes relevant to this position. Responsibilities and authorisation at operational level are defined in the processes.</p> <p>The Service Manager is involved in the following processes:</p> <ul style="list-style-type: none"> <li>• Regular performance reporting</li> <li>• Operational customer meetings</li> <li>• Make Root cause analysis (after major outage) and compose its counter measurement from Product team, mNOC or Support Desk</li> <li>• Functional escalation</li> <li>• Service delivery improvement</li> </ul>   |

## Main Tasks

### Towards company:

- Handling face-to-face enquiries from customers provide customers tools and training that would help them troubleshoot and report their problem quickly for selected customers.
- Coordinate and make sure Service Deliveries and Support are effectively executed by and via the service delivery team.
- Assist Sales managers and commercial team during customer meetings, addressing problems, using the technical knowledge and skills to support commercial requirements and discussions for selected customers. In each of these roles, service managers are expected to understand and satisfy their customers' requirements and exceed always their expectations.
- Monitor the quality of all services to ensure that the performance of all Service Level Indicators (SLIs) and ensure the process of service provision is in line with defined services, SLA and OLA
- Monitor and direct the process of solving incidents and KPIs with the aim to minimize consequential penalties
- Handle customer escalations
- Maintain and monitor the list of tasks and activities towards allocated customers
- Be responsible for preparation of inputs for customer meetings on provided services
- Actively handle customer requirements and forward requests related to commercial activities to the company sales representative
- Monitor customer satisfaction and suggest changes to processes increasing satisfaction
- Be responsible for preparation of supporting documents related to SLA in preparation of bids and participation in tenders

### Towards allocated customers:

- Maintain good relationship with the clients, main point of contact for technical, by helping customers on day-to-day problems for selected customers, coordinate with company NOC and Technical support/Service Desk to speed up tickets.
- Monitor the quality of all services to ensure that the performance of all Service Level Indicators (SLIs)
- Prepare monthly report in line with contract, SLA and OLA and negotiate with customer until its approval
- Evaluate incidents, calculate and negotiate penalties
- Meet customers on regular basis (personally, via VTC or teleconference) to discuss current incidents, suggest improvements and changes, requirements and customer satisfaction.
- Act proactively in case of breach or expected breach of parameters agreed in SLA
- Pro-actively reports and responds to service related issues, seeks and proposes initiatives to improve the service
- Proactively seek information from customers on possible requirements on changes in provided services and forward obtained information to sales representative



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|---------------------------------|--|
| <b>Main Knowledge</b>           | <ul style="list-style-type: none"><li>• University education, Masters degree in IT/Telecommunications and/or Business Administration</li><li>• General knowledge about Maritime / Merchant markets in general and maritime communications and VSAT in specific</li><li>• Good knowledge of satellite, network/IP technologies, IT/telecommunication</li><li>• Experienced in customer handling in a diverse and international environment</li><li>• Strong written and verbal communication skills</li><li>• Advanced user of MS Office</li><li>• Strong command of English Language both spoken and written</li></ul>   |
| <b>Main Attitude Competence</b> | <ul style="list-style-type: none"><li>• Ability to plan, organise and delegate tasks and responsibilities efficiently</li><li>• High ambitions on your own and others behalf with good ability and motivation for learning</li><li>• Actively share knowledge within the organisation</li><li>• Excellent verbal and written communication skills and ability to listen and understand expectations</li><li>• Strong analytical skills and decisiveness</li><li>• High customer orientation, service-minded and able to handle stress and high pressure</li><li>• Flexibility to perform also other tasks outside the scope of his/her main role</li><li>• Able to set priorities</li><li>• Comply with agreements</li><li>• Notify in time when and which support is needed</li><li>• Ready to travel in relation with work activities</li><li>• Customer oriented in reflection and action</li></ul> |
| <b>Interested?</b>              | <p>Please send your motivation letter and cv for the attention of:</p> <ul style="list-style-type: none"><li>• <a href="mailto:erik.hovden@marlink.com">erik.hovden@marlink.com</a><br/>Director Service Management<br/>or</li><li>• <a href="mailto:regine.veulemans@marlink.com">regine.veulemans@marlink.com</a><br/>Human Resources Business Partner Japan</li></ul>   |