



Service Manager Benelux

About the Marlink Group

In today's world, connecting our customers' businesses and assets in the most remote and challenging locations has never been more important.

As a true partner to our global customers, we provide smart network solutions that connect people and assets around the globe and in all markets where traditional connectivity cannot be achieved or is not available.

As an internationally active and well-known group with more than 1300 colleagues working in more than 30 locations, we help our customers in industries including Shipping, Energy, Humanitarian to run their business remotely in ever smarter, more profitable and sustainable ways.

Your Mission

The role of the Service Manager is to be:

- Work towards assigned customer(s) of Marlink
- Be the **trusted advisor** to a selected and named set of customers
- Manage all activities related to combined solutions (Connectivity, IT and other VAS) provided to the customer with the aim to ensure and improve **customer satisfaction** in line with contracts and costs as defined by the company strategy and the customer contract.
- Identify operational customer needs and fulfill those within contract obligations to improve **customer retention and loyalty**.
- Identify additional customer requirements and new opportunities, and be able to address those within Marlink with the aim to further **upsell**, interfacing with the Account Managers and Product Development teams.
- Be **customers representative** within the Marlink organization.
- Act as a **bridge person** between the different Marlink organizations to ensure alignment and optimize our deliveries.

Main Tasks

- Monitor the quality of all services to ensure that the performance is in line with the agreed SLA
- Be responsible for preparation of supporting documents related to SLA in preparation of bids and participation in tenders
- Monitor and direct the process of solving incidents and KPIs with the aim to minimize consequential penalties
- Be part of the functional escalation procedure
- 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
- Prepare monthly report in line with contract and SLA
- 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

Qualifications & Professional skills

- Fluent in English
- Information & Communication Technology, Business Administration, or other relevant background
- Maritime experience
- Knowledge about Satcom, Network and IT/Telecom technology
- Customer oriented in reflection and action
- Strong written and verbal communication skills
- Advanced user of MS Office
- Strong command of English Language both spoken and written

Attitude & Interpersonal skills

- Work under pressure
- Can take appropriate decision making when required
- Structured and systematic working methods
- Positive and result oriented
- Resilient and able to work in tight timescales and business critical constraints
- Demonstrate strong commitment to quality and adherence to practices, procedures, and scheduling deadlines
- Team player with ability to develop and enhance strong relationships
- Ability to adapt to changes in an environment of continuous developments
- Flexibility to perform also other tasks outside the scope of his/her main role
- Ability to plan, organize and delegate tasks and responsibilities efficiently
- Actively share knowledge within the organisation
- Excellent verbal and written communication skills and ability to listen and understand expectations
- Strong analytical skills and decisiveness

Our Commitment

Our Corporate Social Responsibility approach is part of the Marlink DNA to develop our business and people operate responsibly. Marlink has incorporated and respects the Ten Principles of the [UN Global Compact](#) into our strategies to establish a culture of integrity, value, trust and innovation.

The Marlink Group is a transnational organization and considers cultural diversity as one of its greatest strengths. Additionally, we support diversity in race, gender, religion, national origin, political opinion, sexual orientation, social origins, age and physical or mental character.

Interested?

Please send your motivation letter & CV to Erik.hovden@marlink.com –

regine.veulemans@marlink.com - hr.netherlands@marlink.com

Application deadline: 31st of August 2023

Start date: As soon as possible

Work location: Marlink Office Belgium/Netherlands

WE SUPPORT

