

Reseller Service Manager - TAB Networks, Birmingham

Key purpose of job:

- * To manage the Reseller Support teams and proactively control the direction of these units.

The reseller service manager will develop the relationship we have with our resellers and focus on customer satisfaction in areas that are impacted by service delivery.

- * They will proactively manage the end-to-end service experience provided to our reseller base through the development and implementation of both tactical and technical solutions.

- * This person will be responsible for reporting on reseller service incidents and providing the Network Services Group Manager with detailed performance reports on the teams within their area of influence.

- * They will act as a point of escalation within the TAB SMC for all reseller service related issues.

Key tasks / responsibilities:

- * To understand the customer specific requirements and to agree a reseller service strategy for the SMC with the Head of the division and the Operations Manager to deliver service outputs that exceed business expectations.

- * To develop and implement reseller service development plans and activities to guide their area of influence on a trajectory that aligns with the overarching reseller service strategy.

- * To manage the reseller service development plans and ensure that progress against these plans is continually monitored using a bespoke set of key performance indicators. The reseller service manager will identify and control any necessary remedial action.

- * To provide a detailed monthly report on the performance of the Reseller Support team to the Network Services Group Manager and Head of SMC, and to produce information on the interaction between the TAB SMC and our reseller base.

- * To instil a work ethic within their area of influence that demands the highest levels of efficiency and quality by providing individuals with help and guidance i.e. use brainstorm activities to highlight areas of concern, conduct progress meetings to keep people informed on the performance of the team etc.

- * To work closely with our customers using regular face-to-face meetings to build strong and productive relationships. * By providing feedback (from monitoring) to our customers and listening attentively to their concerns this person must strive to continuously improve the quality of business-to-business interactions.

- * To liaise with the Operations Manager to ensure that the Reseller Support team adhere to the quality assurance procedures of the SMC and continues to provide the highest standards of service for our customers.

- * To act as a point of escalation for reseller service enquires queries and faults.

Business Impact:

- * This person is to represent the view of our reseller base to others within TAB.

- * They are to ensure that reseller service processes are continually developed to meet the long-term business objectives of the Service Management Centre and needs of our customers.

Authority and decision making:

- * The reseller service manager will be an authority on the needs of our reseller base and will be responsible for providing continual impetus to this area of the SMC through proactive thinking and by making informed decisions.

- * This person will work alongside our resellers to ensure that flows of information to and fro are efficient and effective.

Person specification:

Background:

- * To have an in-depth working knowledge of reseller business and business drivers, understanding the competitive environment that resellers operate within and the business impact that the service delivered by the TAB SMC carries.

- * To have continually demonstrated a drive for results.

- * Strong reseller service background and a track record in effective reseller service delivery.

Guidance:

- * Understand and anticipate customer needs and aspirations, own their needs, and focus on providing mutually beneficial solutions.

- * Strong and supportive leadership.

- * Provide assistance to individuals on work processes, unit and company strategy, personal development, health and safety, welfare, and other issues.

- * Offer advice on problems and to proactively identify and resolve common issues affecting the interactions with our reseller base.

Setting direction:

- * Create, monitor and adapt bold plans and targets to develop the reseller service in line with development strategies.
- * Align resources in this area of the SMC to ensure success.
- * Identify the need for change by investigating problems to their root-cause and implementing and effectively monitoring change.

Realising potential:

- * Excellent communicating and interpersonal skills.
- * Creation of trust through clear communication.
- * Ability to network with other teams.
- * Capacity to liberate peoples potential.
- * Coach and work to enhance fulfilment and opportunities for learning.

Seizing opportunities:

- * The drive to exceed the expectations of our resellers by developing new and innovative ways to deliver a high quality service.
- * Ability to think creatively and develop imaginative solutions to exploit new opportunities, increase efficiency or reduce costs.

Working together:

- * Build relationships through shared understanding.
- * Encourage collective thinking by working together and sharing information, ideas and resources.
- * Seek and value everyone's unique ideas and contributions.
- * Relentlessly oppose prejudice

Application details are on our website.