

POSITION DESCRIPTION

JOB TITLE: Products & Services Development

REPORTS TO: Manager Marketing

DIRECT REPORTS: 0

LOCATION: Port Vila, Vanuatu

ROLE OBJECTIVE

The role will coordinate and work alongside different teams in managing products and services delivery for customers. You will manage all aspects of the customer touch points and address any service delivery gaps and work on solutions and fixes. You will need to own and drive strategy from within in order to achieve the objectives and targets.

KEY RESPONSIBILITIES

Accountability	Major Activities	Key Metrics
<p>1. Manage products and service cycles across the customer touch points</p>	<ul style="list-style-type: none"> • Collaborate with internal and external delivery partners, assist with analysis, definition and document the development lifecycle for all customer products & services across all channels and customer touch points. • Work with internal stakeholders to monitor existing products & services and address any gaps, issues and bottle necks in collaboration with relevant internal teams to deliver timely improvements to the business. • Collaborate with marketing team to build external awareness of products & services available. • Identify opportunities for product enhancements through data analysis and customer research. • Present business cases to propose new products and services or planned enhancements to get buy in. • Provide cross-functional support and strategy direction to other internal teams. 	<ul style="list-style-type: none"> •
<p>2. Reporting & Performance Tracking</p>	<ul style="list-style-type: none"> • Develop reports and dashboards to deliver insights and metrics related to performance of product usage. • Monitor customer uptake on any new product and service launched into the market, addressing any problems and bottle necks that come up. • Monitor and track guest feedback and work with internal stakeholders to address gaps and issues. • Tracking of revenues performance. 	<ul style="list-style-type: none"> •
<p>3. Awareness & Developing Staff Knowledge</p>	<ul style="list-style-type: none"> • Collaborate with different teams inside the company in creating internal awareness of range of products & services. 	

	<ul style="list-style-type: none"> • Host product learning workshops to teams inside the organisation. 	
4. Service Level Monitoring	<ul style="list-style-type: none"> • Working with teams across the customer touch points to address any gaps and shortfalls. • Guide cross-functional day-to-day team meetings (or monthly reviews) with data and strategy opportunities to assist in improving service delivery levels across the organisation. 	•
5. Other Duties	<ul style="list-style-type: none"> • Perform other related duties as assigned. • Able to conduct awareness & educational workshops for staff. 	•

KEY REQUIREMENTS

Essential:

- Tertiary qualification in any of the following disciplines: - business, commerce, marketing, or communications.
- A big picture thinker you understand the key service drivers that impact our highly competitive environment.
- Ability to build and cultivate relationships with different stakeholders.
- Strong result focus to achieve targets and objectives.
- Passionate about service delivery and using insights to improve on service delivery.
- Excellent written and verbal communication skills
- Competent in using Microsoft applications.
- Ability to communicate across different stakeholders and to be able to influence stakeholders and get their buy in.

SPECIAL REQUIREMENTS

- This positions is based in Port Vila, and the candidate will be required to travel if required.
- The candidate will need to provide a police clearance and agree to undergo random alcohol testing if when/required by the company.
- Working hours to be flexible to meet operational requirements including weekends and public holidays.