



## OnAir – Reporting and Process Manager - Customer Service

Based in: Geneva

Reporting to: Head of Customer Service

SITA is the world's leading service provider of IT business solutions and communications services to the air transport industry.

OnAir, a subsidiary of SITA, is the world's leading provider of mobile voice and data services to the airline industry, with a portfolio of services covering existing inflight telephony and email services to the coming launch of inflight GSM, GPRS and broadband data products.

OnAir represents the crossroads of the mobile communications and inflight markets and due to the expansion is looking for a Reporting and Process Manager.

### Position Purpose

OnAir customer service is responsible to ensure OnAir customer satisfaction, to provide support to OnAir customer and users and to ensure OnAir product performance allows maximum revenue opportunity for OnAir.

The position purpose is:

- To define and provide best practices in tools and processes driving OnAir customer service delivery and objectives
- To establish and manage OnAir Customer Service dashboard reporting
- To lead resolution of major customer issues and recommend product/service improvements in order to eliminate recurrent failures, improve customer satisfaction and financial performance.

### Key Responsibilities

- Define implement and manage OnAir Customer Service (CS) process (including Root Cause Analysis methodology and process across the organization and third parties, including a communication plan to customers)
- Define and manage CS dashboard reporting
- Identify and promote opportunities to achieve continuous improvement in customer service
- Ensure a process of continuous quality improvement through collection and analysis of stakeholder feedback, customer feedback and trend analysis
- Lead a virtual team of stakeholders to develop, follow up and implement action plans to identify gaps and resolve identified major customer issues
- Work with process owners to develop operational improvement plans against OnAir business expectations and customer requirements
- Provide specifications, and represent Customer Service stakeholder into the delivery of key OnAir projects involving CS – like OnAir Customer Portal



## Knowledge, Skills and Experience Required

### Education and training:

- College/University degree or equivalent
- Formal project management training an asset
- ITIL Foundation Certificate an asset

### Knowledge and skills:

- Service Management Processes
- Business Process Improvement
- Competent in Microsoft Office (MS Project and Excel), messaging, on-line purchasing, web-conferencing systems
- Fluent verbal and written communication skills in English

### Experience:

- Min 5 years customer service role with emphasis on quality/process improvement
- Experience with dashboard reporting
- Experience in the air transport or telecommunication industry would be a plus
- Experience in applying industry standard quality frameworks such as CMM, ISO, Six Sigma is an asset
- Proven experience in multi-country organisations

To apply for this job please send your CV in ENGLISH language by e-mail to: [david.hornicek@sit.aero](mailto:david.hornicek@sit.aero) mentioning Job title.