

NEW VACANCY

Let's grow together, become our

HEAD OF SHOPS OPERATIONS



University degree in Business Administration or related areas.



10 years of experience in Commercial i.e. Sales & Product and Services. At least 5 years experience in leading brand management or customer experience. Experience in Telecom or Bank branch management is an added advantage



CORE RESPONSIBILITIES

- Lead the implementation of standard operating procedures (SOPs) to ensure consistent and efficient operations across all Yas-owned shops.
- Lead, mentor and inspire a high-performing team of Yas-owned shop.
- Establish and maintain high standards for customer experience and brand consistency in Yas-owned shops.
- Set stretched sales and profitability targets for the shop network and ensure effective strategies to meet or exceed the targets.
- Collaborate with internal stakeholders to achieve signature experience to our customers.
- Ensure that all Yas-owned shops operate in compliance with industry regulations, company policies, and health and safety standards.

COMPETENCES

- Excellent interpersonal, negotiation & analytical skills and proficiency in interpreting data
- Strong understanding of Shop operations, including inventory management, sales forecasting, and customer service & experience
- Knowledge of telecommunications products, services, and industry trends.

"We are committed to equal employment opportunities and unbiased treatment of all individuals in all employment practices". Only shortlisted applicants will be contacted".

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If this description corresponds to you, grow with us by applying before **December 20, 2024**

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NEW VACANCY

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TRAINING MANAGER



University Degree in Business Administration or related areas; MBA is preferred.



8+ years of experience in Capability Development preferably in Sale. Experience in Training content Creation and Presentation a MUST. Experience in Telecom and Banking is an added advantage.



CORE RESPONSIBILITIES

- Design, develop, and oversee comprehensive training programs for customer service, sales, Customer Experience and support, and other operational areas that meet company & industry standards and compliance regulations.
- Develop and enforce quality assurance policies and procedures to maintain high standards in service delivery at the customer touchpoint.
- Lead, mentor, and develop a team of training and quality assurance team and foster culture of continuous improvement, collaboration and high performance
- Monitor and audit calls, emails, social media and other customer interactions for adherence to quality standards.
- Engage with customer service, sales and Customer Experience support teams to understand training needs and quality challenges.
- Develop relevant content for product and sales offered Yas-owned shops and train relevant staff to drive the sales.
- Develop and enforce quality assurance policies and procedures to maintain high standards in service delivery at the customer touchpoint.

COMPETENCES

- Strong understanding of telecom products, services, and customer experience standards.
- Expertise in instructional design, learning principles, and quality assurance methodologies.
- Excellent analytical skills for interpreting performance data and identifying areas for improvement
- Knowledge of telecommunications products, services, and industry trends.

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CORPORATE COMMUNICATIONS & PR MANAGER



Bachelor Degree in Mass Communication, Journalism and related field



5 years experience at senior level in Press and Media of a major media outlet or international company



CORE RESPONSIBILITIES

- Create, develop and maintain positive news flow about Yas in line with the company's overall key messages of transforming lives through investment, innovation, employment, training, corporate responsibility and healthy competition and manage its effective delivery through appropriate channels.
- Develop relations with key political leaders, advisers, news and media outlets, journalists and editors.
- Create and oversee a media relations calendar of news stories and events.
- Advise senior executives on media and political engagement.
- Support media and presentation training of senior executives.
- Support crisis communications planning and management of PR agencies.

COMPETENCES

- Strong leadership and team management capabilities.
- Excellent verbal and written communication skills.
- Proficiency in Microsoft Office Suite and retail management software.

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