



Job Description

Position name:	Remote Service Partner Manager	
-----------------------	---------------------------------------	--

Division: GSC

Team: TSD EMEA Central Support

Location: Sofia, Bulgaria

Reports to: Operational Supervisor

Direct reports: no

Job scope/summary:

To manage all operational matters and quality performance related to assigned channel partners.

Job specifics/responsibilities:

- New Partner Setup
- Educate partners – self sufficiency/engagement model
- Deliver operational trainings (Ops guide, how to interface with HP, etc.)
- Communicate Ops guide changes, program changes, etc.
- Be the main point of contact for all matters pertaining to partner enquiries, acting as first line contact and taking ownership for queries end to end.
- Ensure a close working relationship with assigned accounts.
- Ensure assigned partners make correct financial warranty claims where applicable
- Ensure all assigned accounts are meeting operational targets within Accreditation metrics
- Ensure assigned partners deliver high quality customer satisfaction in service delivery to customers.
- Take ownership of partner issues and work to satisfactory resolution
- Support and motivate channel Partners to achieve end results
- Help to drive operational improvements for assigned accounts
- Act as escalation point for all partner escalations
- Work under own initiative and take ownership of issues, ensuring best in class support to partners and customers
- Develop a very close working relationship with (country/region) channel team, attending all reviews when required

Key deliverables/accountabilities:

1. HP procedures/ policies are strictly followed
2. Labour legislation is strictly adhered
3. Ensure that assigned channel partners deliver high quality services to customers

Working relationships:

Internal:

- TSD EMEA Central Support;
- TSD EMEA Region/Sub-region/Country/Tower Teams
- TS EMEA Region/Sub-region/Country/Tower Teams

External:

- Channel Partners Representatives

Experience:

- 1-2 years of experience in service delivery is an advantage
- Understanding of channel partner business model is an advantage

Qualifications:

- Fluent in written and verbal English
- Fluency in other European languages is an advantage
- Ability to influence others
- Able to work in a pressured environment working to tight timescales
- Strong communication skills
- Ability to generate strong relationships internally and externally
- Ability to identify potential issues early on and work them to a satisfactory conclusion
- Proactive approach to problem resolution
- Ability to operate effectively within a virtual (cross-cultural) team
- Organised and methodical approach
- Self motivated
- Team player

Technical skills (procedures and documents the employee has to be acquainted with):

- PC Knowledge: MS-Word, Excel, PowerPoint, Outlook

Education (degree) required:

- Bachelor degree in Business or related

Approved by HR Manager:	Employee:
Name: Ljubomira Taleva	Name:
Signature:	Signature:
Date:	Date: