



# CAREER OPPORTUNITIES

## Job Description: VP, Service Excellence

### WELCOME TO PCI PAL

PCI Pal is a leading provider of Software-as-a-Service ("SaaS") solutions that empower companies to take payments from their customers securely, adhere to strict industry governance, and remove their business from the significant risks posed by non-compliance and data loss.

We are currently looking for a VP, Service Excellence to join our Customer Success Team. The role is UK-based.

### THE OPPORTUNITY:

PCI Pal are looking for an experienced VP, Service Excellence to lead our customer support functions working with our rapidly growing global customer and partner base to ensure service excellence and high levels of support at all times. The selected candidate will have proven experience in overseeing successful support teams and functions and will be responsible for implementing and promoting best practices, policies and standards to ensure maximum customer satisfaction and retention levels. The role requires a customer focused, technically minded, methodical and organised candidate who will become product expert in the PCI Pal delivery offerings.

### YOU WILL BE RESPONSIBLE FOR:

- The development and ownership of PCI Pal's Service Excellence and Support strategy with a focus on improving customer and partner perception and satisfaction levels.
- To report and provide oversight to Senior Management on efficiency, effectiveness and continuous improvement of the Service Excellence team whilst working collaboratively with all other business areas.
- Mentoring and development of Service Excellence team, to the highest possible standards, ensuring that each employee is fully engaged and delivering service excellence whilst getting the most from their role.
- In the event of third line escalation from Service Excellence Manager, provide senior stakeholder input to customer issues and ensure Service Excellence follow problems through to resolution, ensuring all follow up actions and RCAs are delivered in accordance to SLAs/OKRs
- Regular partner and customer discussions and gathering feedback to build meaningful business relationships and drive loyalty.
- Analysing statistics and compile accurate reports on service levels for the senior management team.

- Maintain an orderly workflow according to priorities ensuring the Service Excellence team members are working to maximum efficiency.
- Interface with senior contacts in Management, Engineering, Voice Operations, Professional Services departments and our customer base, to ensure all service standards are met and exceeded.
- Become a product expert in respect of PCI Pal's offerings and internal software systems and platforms used and champion these within the team.
- Set objectives & key results (OKRs) for Service Excellence and monitor delivery against these to increase customer and partner satisfaction levels and improve and maintain retention levels.
- Ensuring the smooth and successful transition of our existing customer base utilising our first generation platform services, to our global AWS infrastructure.

### WE WANT TO HEAR FROM YOU IF YOU:

- Have proven experience in leading successful service desk / service excellence teams with a focus on customer satisfaction.
- Have an excellent technical background, with proven skills in telephony and software integrations and APIs.
- Can build strong relationships and credibility with partners, customers and internal teams.
- Are happy to work flexibly to meet project deadlines and expectations of our global partner and customer base.

### IN RETURN WE OFFER:

- 25 days holiday, rising to 28 days per annum with length of service
- Company share options
- Option to either work in our Ipswich office, or from home (or both!)
- An exciting and flexible working environment surrounded by friendly and committed co-workers
- Training and development opportunities
- Access to an employee assistance programme and wellbeing support hub
- Team events
- Ad-hoc incentives and competitions

### TALK TO US:

If you have any questions or want to find out more, we'd love to hear from you.

Please contact Rachael Drouet, People and Development Manager at PCI Pal ([rachael.drouet@pcipal.com](mailto:rachael.drouet@pcipal.com)).