



Customer Service Director

Fujitsu • New Auckland QLD 4680



Base pay

\$150,000 - \$167,000



Work type

Full time



Contract type

Permanent

Job details



Date posted

11 Feb 2022



Category

Sales



Occupation

Customer Service



Base pay

\$150,000 - \$167,000



Contract type

Permanent



Work type

Full time



Job mode

Standard business hours



Work Authorisation

Australian citizen /
Permanent resident

Skills

SALES

RELATIONSHIP MANAGEMENT

OPERATIONS MANAGER

SALES TEAM

Full job description

CUSTOMER SERVICE DIRECTOR

Location: Auckland

Fujitsu is a diverse global organisation with over 120,000 employees, offering a full range of technology products, solutions, and services to customers in more than 180 countries. We know that using our experience and the power of ICT to shape the future of society with our customers can only be achieved through a flexible and respectful approach to work.

Fujitsu Oceania is focussed on winning our customer's trust to improve their businesses, supporting our people to reach their full potential and doing good things for society, all whilst delivering sustained profitable growth.

Work with a giant of technology:

We are currently looking for an experienced Customer Service Director to manage the quality, effectiveness and profitability of end-to-end ITSM Service Delivery to three medium-to-large clients. The key to success in this role will be your ability to develop effective relationships with customer personnel to executive level, working with Fujitsu teams to deliver outstanding service, providing innovation which leads to improved productivity, as well as growing and transforming both the customer and our business.

With the support of three direct reports - two Customer Service Managers and a Technical Operations Manager - as well as a wide range of technical support staff and management, you will be responsible for managing the critical activities required to meet customer schedules, financials, service delivery, operational and quality objectives. You will work closely with the Fujitsu sales team to drive growth, and with the support of the wider Customer Service Management organization within Fujitsu, you will provide leadership and guidance to those in your team and in the wider Fujitsu community, to ensure the customer objectives are being met.

Building your own path to success:

To ensure a good fit, in terms of experience, skill and personality, we envisage you having:

- Significant experience leading and managing teams, preferably within IS Outsourcing.
- Recognized success in Service Delivery Management
- Demonstrable sales skills and a history of proven account growth
- Relationship Management skills and experience at executive level
- Commercial / Financial knowledge and understanding
- An ITIL certification and recent practical experience of it

If you are looking for a new challenge and like the sound of working for a global organization with an outstanding reputation locally for the delivery of services, then we'd like to hear from you. Please apply on-line using the link provided.

Vaccination Policy

Fujitsu complies with government legislation in various jurisdictions which in certain circumstances may impose a requirement that certain workers be vaccinated against COVID-19 (or otherwise have a valid exemption). Also, for client facing roles, many of our customers require our staff to be vaccinated to attend their workplaces. Based on Fujitsu's assessment of workplace risk and the safety and wellbeing of our people and consultation with our staff, Fujitsu has introduced a Vaccination Requirements policy which requires all persons entering a Fujitsu workplace, attending a Fujitsu work-related event, or entering other premises to undertake work on Fujitsu's behalf to be up to date with COVID-19 vaccinations or the subject of an appropriate exemption (and to provide evidence of the same). Consequently as a result of Fujitsu's policy, and, where applicable, customer and legislated vaccination requirements, Fujitsu requires all new employees to be up to date with COVID-19 vaccinations or have an authorised exemption approved by Fujitsu's Crisis management Team (CMT). Successful applicants will be required to provide evidence of their vaccination status as part of the recruitment process.

Come Share our Vision:

We aim to create an employee experience that embraces diversity, inclusion and belonging. We're focused on flexible work options and a range of

rewarding benefits. If you want to work in the way that suits you and our customer's best, come and find your future at Fujitsu.

Work your own way: <https://www.fujitsu.com/au/about/careers/own-way/index.html>

Achieve together: <https://www.fujitsu.com/au/about/careers/achieve-together/index.html>

Our Process: <https://www.fujitsu.com/au/about/careers/trusted/index.html>

Fujitsu: Empowering human difference