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An ORACLE TELECOM Company CHIEFT

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### Sales Department

**Regional Commercial Head (Chittagong, Sylhet, Rajshahi and Khulna) Ref #: BL-001**

**Responsibilities:**

- Represents the Company in the respective region
- Responsible for achieving the sales and revenue targets
- Selects, develops and leads the commercial team in the region
- Develops a strong retail and distribution channel
- Manages public relations activities in the region

**Minimum requirements:**

- MBA from a reputed university
- At least 8 years experience in the area of sales and distribution from any reputed service industry
- At least 4 years experience in a managerial position

**Regional Sales Manager (Mymensingh and Chittagong) Ref #: BL-002**

**Responsibilities:**

- Responsible for achieving the sales targets
- Responsible for development and expansion of retail and distribution channel

**Minimum requirements:**

- MBA from a reputed university
- At least 6 years experience in the area of sales and distribution from any reputed service industry
- At least 3 years experience in a managerial position
- Knowledge of the local retail market

### Distribution Department

**Head of Distribution Ref #: BL-003**

**Responsibilities:**

- Develops and drives the distribution strategy
- Develops new/alternative distribution channels
- Formulates channel Incentive structures/schemes
- Coordinates closely between Sales, Marketing and Finance

**Minimum requirements:**

- At least 3 years in a sales & distribution managerial position in a large organization
- Thorough understanding of the retail market in Bangladesh
- Post graduate degree from a well recognized university

**Distribution Assistant Managers Ref #: BL-004**

**Responsibilities:**

- Analyzes distribution needs of the different products
- Performs competitive analysis from retail and distribution perspective
- Helps develop and execute distribution strategy
- Coordinates closely between Sales, Marketing and Finance

**Minimum requirements:**

- At least 2 years experience in a sales & distribution position in a large organization
- Thorough understanding of the retail market in Bangladesh
- Post graduate degree from a well recognized university

**Distribution Executives Ref #: BL-005**

**Responsibilities:**

- Provides operational support to Head of Distribution
- Collects market information and analyzes
- Helps develop and execute distribution strategy
- Coordinates closely between Sales, Marketing and Finance

**Minimum requirements:**

- At least 1 year experience in a sales & distribution position in a large organization
- Understanding of the retail market in Bangladesh
- Bachelor's degree from a well recognized university

### Marketing Department

**Prepaid Senior Executive Ref #: BL-006**

**Responsibilities:**

- Prepares requirements and specifications for new product promotions, features, programs
- Monitors projects success and suggests improvements
- Prepares proposals for new products and promotions
- Works with concerned departments to ensure timely launch of projects

**Minimum requirements:**

- Bachelor's degree in Business Administration
- At least 2 years relevant experience

**Communication Executives Ref #: BL-007**

**Responsibilities:**

- Develops brand communication strategy
- Designs communication strategy of new promotions and launches
- Manages the advertising partners (agencies)
- Prepares other communication materials that are related to the company's launches - internal and external

**Minimum requirements:**

- Bachelor's degree in Business Administration
- At least 1 year Marketing experience with basic understanding of brand management

### Customer Care Department

**Care Line Manager Ref #: BL-008**

**Responsibilities:**

- Ensures smooth and uninterrupted operation of day to day activities of 24x7 call centre
- Manages Call Center System tool in an efficient way to generate required data for analysis, performance measurement and reporting
- Arranges to provide regular performance feedback to Customer Care Executives to help them understand the required areas of improvement
- Coordinates with other departments and units to collect and share all necessary information to ensure call center staff are updated with latest products and services of the company and the industry
- Arranges to conduct internal training sessions as and when required to improve service quality

**Minimum requirements:**

- MBA from a reputed university
- At least 5 years working experience in the area of Customer Service with a through exposure in call center from any reputed service industry

**Care Centre Assistant Manager Ref #: BL-009**

**Responsibilities:**

- Counsels and solves problems for customers and Customer Service Staff
- Manages center walk-in processes and procedural flows
- Ensures achievement of required Customer Service Standards
- Ensures implementation of Customer Service Policies and Procedures
- Conducts training for the Customer Service staff according to the requirements
- Evaluates staff performance providing guidance for continuous improvement on strengths and weaknesses

**Minimum requirements:**

- Bachelor's degree in Business Administration
- At least 3 years experience in the area of customer care from any reputed service industry

### Administration and Government Relations Department

**Administration Assistant Manager Ref #: BL-010**

**Responsibilities:**

- Develops method for payments of Rent and Utility bills
- Liaises the office setup for new offices and service Centers
- Manages the fleet
- Supervises travel and work permit processes
- Liaises and communicates with Infrastructure Management

**Minimum requirements:**

- MBA from a reputed university
- At least 3 years relevant experience

**Legal Assistant Manager Ref #: BL-011**

**Responsibilities:**

- Ensures internal compliance with local applicable laws necessary for the business
- Liaises and communicates with the regulators and relevant government agency for ensuring compliance of regulations, monitoring any regulatory changes and ensuring implementation in the business
- Reviews and executes agreements with counterparties
- Participates in negotiations on behalf of the company with third parties, providing advice on operational, legal and regulatory issues
- Maintains database of all legal contracts executed by the company in order to ensure timely performance of all obligations
- Liaises with external counsel for litigation and advising other legal issues

**Minimum requirements:**

- LL.B/LL.M. from a reputable and recognized University
- At least 2 years experience legal/compliance department of a multinational organization or bank

**Regulatory Assistant Manager Ref #: BL-012**

**Responsibilities:**

- Supervises and obtains different permissions from Bangladesh Telecom. Regulatory Commission (BTRC)
- Manages Inter-Operator relations with all operators including BTB
- Coordinates with other departments of the company on inter-operator and Governmental Relations
- Coordinates with ATOB on common issues
- Liaises and communicates with the regulators and other government agencies
- Liaises with local law enforcing agency as and when required

**Minimum requirements:**

- Bachelor's degree in engineering or MBA from a recognized university
- At least 5 years experience in a Government/Private Company, preferably Mobile Telephone Company

**Regulatory Senior Executive Ref #: BL-013**

**Responsibilities:**

- Obtains permissions and clearances from BTRC
- Handles Inter-operator relations with all Operators including BTB
- Liaises and communicates with the regulators and other government agencies
- Liaises with local law enforcing agency as and when required

**Minimum requirements:**

- Bachelor's degree in engineering or MBA from a recognized university
- At least 2 years relevant experience

### Finance and Accounting Department

**Budgeting & Planning Senior Manager Ref #: BL-014**

**Responsibilities:**

- Analyzes monthly department budgeting and accounting reports to maintain expenditure controls
- Directs the preparation of regular and special budget reports
- Summarizes budgets and submits recommendations for the approval of funds requests
- Examines budget estimates for completeness, accuracy, and conformance with procedures and regulations
- Performs cost-benefits analyses to compare operating programs, reviews financial requests, and explores alternative financing methods

**Minimum requirements:**

- MBA
- CPA or CFA is a definite plus
- At least 8 years relevant experience
- At least 5 years experience in heading planning and budgeting function

**Tax Manager Ref #: BL-015**

**Responsibilities:**

- Ensures compliance of Income Tax laws
- Maintains registers according to VAT laws
- Computes and manages payment of advance Income Tax
- Prepares IFRS based Financial Statements
- Files Income Tax Return and documentation for hearing

**Minimum requirements:**

- MBA or Chartered Accountants or Cost and Management Accountant
- At least 4 years relevant experience in managerial position

**Fixed Assets Assistant Manager Ref #: BL-016**

**Responsibilities:**

- Ensures proper Fixed Assets Register
- Prepares monthly details for Fixed Assets through database and reconciles it with financial statement
- Reconciles projects under progress and Capital Equipment in transit and prepares all related details
- Reviews addition and depreciation of all fixed assets

**Minimum requirements:**

- MBA or Chartered Accountants or Cost and Management Accountant
- At least 4 years relevant experience

**Oracle Application Support Senior Executive Ref #: BL-017**

**Responsibilities:**

- Provides first line functional support for all Oracle Application R11i end-users
- Manages and resolves TARs as related to the Oracle ERP system and interfaces
- Performs configuration and setup work to support new and existing functionality

**Minimum requirements:**

- At least 2 years experience with Oracle ERP modules including GL, AP, FA, CE, PO, INV with financial and accounting background
- Knowledge of Oracle Developer and experience with PL/SQL development is a definite plus

**Budgeting, Planning and Control Senior Executive Ref #: BL-018**

**Responsibilities:**

- Prepares monthly dashboard analysis
- Analyzes yearly budget Vs actual
- Maintains and updates KPIs benchmark
- Maintains the budgeting, forecasting and dashboard models
- Sets controls over various areas to achieve the overall target

**Minimum requirements:**

- MBA or Cost and Management Accountant
- At least 3 years relevant experience
- Experience in Oracle Financial Systems is a definite plus

### Information Technology and Billing Department

**Application and Billing Assistant Manager Ref #: BL-019**

**Responsibilities:**

- Selects and implements the most adequate business solution as per business requirements
- Manages accurate and realistic project planning to ensure timely delivery of milestones
- Manages a team to develop the highest quality of solution supporting the functional requirements
- Maintains proper relationship with vendors and manages delivery schedules and quality

**Minimum requirements:**

- Master of Computer Science
- At least 4 years relevant experience
- Previous experience in Customer Care Billing Systems, Data warehousing, Sales Support systems or mobile web technologies is a definite plus

**Senior Application Engineer Ref #: BL-020**

**Responsibilities:**

- Plans projects accurately and realistically and ensures timely delivery of milestones
- Maps and documents properly business requirements
- Develops the highest quality of solution supporting the functional requirements while taking performance, maintainability, optimization, scalability and 'clean' code concepts into consideration
- Comprehensively tests (unit, system, integration, stress and user acceptance) solutions prior implementation to ensure smooth transition to production

**Minimum requirements:**

- Bachelor's degree in computer science, engineering or equivalent
- At least 4 years relevant experience
- Previous experience in Customer Care Billing Systems, Data warehousing, Sales Support systems or mobile web technologies is a definite plus

**Senior Voice Engineer Ref #: BL-021**

**Responsibilities:**

- Designs and manages ACD/PABX (routing, user extensions, phone sets, etc.)
- Monitors and optimizes voice infrastructure
- Administrates call center technical functionality
- Monitors SLAs breaches and takes appropriate actions/measures

**Minimum requirements:**

- Bachelor's degree in computer science, engineering or equivalent
- At least 4 years relevant experience
- Previous experience in WLAN and VOIP technologies

**Project Support Senior Executive Ref #: BL-022**

**Responsibilities:**

- Documents IT Processes
- Tracks IT Projects with appropriate escalation of delays
- Reports monthly departments achievements and KPIs to corporate HQ
- Tracks IT CAPEX and OPEX budgets including liaising with finance and external vendors for procurement process
- Manages IT department logistics

**Minimum requirements:**

- MBA
- At least 4 years relevant experience

### Technical Department

**NSS Planning Assistant Manager Ref #: BL-023**

**Responsibilities:**

- Decides the necessary H/W and S/W that fulfills the network needs (capacities, quality, new services, new features etc.) and department objectives
- Optimizes the network (traffic routing, network elements re-location etc) and organizes with all the participants (suppliers, other departments and all the in touch environments)
- Decides the best ways (as contingency planning) in approaching the targets in term of network and employees profile
- Monitors the network profile and adjusts to assure the best service and quality

**Minimum requirements:**

- Bachelor's degree in electrical and electronics engineering
- At least 3 years experience in communication field

**General requirements:**

- Excellent command of English & computer skills
- Experience in multinational and telecom field is a definite plus

Please send your resume including a recent photo to [recruit@banglalinkgsm.com](mailto:recruit@banglalinkgsm.com) mentioning the Ref # in the subject line, before August 20th, 2006. Only suitable candidates will be contacted

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