

# ST APPOINTMENTS

MAKING OPPORTUNITIES KNOCK ON YOUR DOOR

## How to make values live in your organization

Values exist in every workplace. Your organization's culture is partially the outward demonstration of the values currently existing in your workplace. The question you need to ask is whether these existing values are creating the workplace you desire.

Do these values promote a culture of extraordinary customer care by happy, motivated, productive people? If not, you will want to: identify the values that currently exist in your workplace; determine if these are the right values for your workplace; and change the actions and behaviors by which the values are demonstrated, if necessary.

"Within the organizations I have had the opportunity to serve, the core values were communicated by actions mostly - in the ways in which business is conducted on a day-to-day basis, and not so much in words directly spoken or written.

"I am a strong advocate of demonstrated values more than written or spoken - actions speak louder, but also believe that written values that reinforce and support specific actions, and specific actions that reinforce and support written values, make a powerful combination that far exceeds one or the other by itself. If it is written down and demonstrated in action, we can really hold our feet to the fire when we need to."

In a prior article, I discussed what values are, why you want to identify values, and where values fit within your workplaces.

This article moves the process of identifying workplace values to the next step.

### Values Development Process

My focus, in this article, is on how to develop and articulate shared workplace values. While the focus is on values identification and alignment, you can use this process to develop any product or course of action that needs widespread support, enrollment in, and ownership from your staff.

I have used it successfully to help organizations develop mission statements, visions for their future, relationship guidelines and norms, prioritized action plans, and department goals.

### Steps in a Values Identification Process

To identify organization values, bring together your executive group to:

learn about and discuss the power of shared values; obtain consensus that these leaders are committed to creating a value-based workplace; define the role of the executives in leading this process; and provide written material the executives can share with their reporting staff.

In one of my client organizations, that recently completed this process, the

Team Culture and Training Team, a cross-functional group of employees from every level of the organization, asked the executive group to initiate and lead this process.

Where possible, acting on a desire for change that is percolating from all corners of an organization, is a powerful assurance of success.

Design and schedule a series of values alignment sessions in which all members of the organization will participate. Schedule each member of the organization to attend a three-four hour session. (If your group is small, it is most effective for all members to meet in one session together.)

These sessions are most effective when led by a trained facilitator. This allows each member of your organization to fully participate in the process. Alternatively, train internal facilitators who lead one session, and participate in another.

On the next page, read about the role of leaders in a successful values identification and alignment process.

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### JANASHAKTHI HIGH FLYERS

#### VACANCIES

Due to our expansion of operations, we need the service of result oriented individual Team Handling Managers to take up responsibilities as,

- Business Promotion Officers.
- Business Promotion Executive.
- Business Promotion Managers.
- Portfolio Managers.

**Qualifications and Experience.**

- Age Limit 25- 45 Years.
- GCE O/L Qualified / GCE A/L 3 Passes.
- Experience in the industry will be an added qualification.

**Remuneration for all positions.**

- Attractive salaries + commission (High performers will earn an additional income).

**(Reference: CITY OFFICE to be mentioned on the left hand upper corner of the envelope)**

**General Manager Sales & Marketing**  
**JANASHAKTHI INSURANCE PLC.**  
55/72, Vauxhall Lane, Colombo 02.

## GROUP CHIEF FINANCIAL OFFICER

Harcourts Group, a leading player in the pharmaceutical & FMCG industries seek a Group CFO to independently manage the group's accounting and functions, with the involvement of financial operations management.

The candidate should possess a minimum of an associate membership from a recognized accounting body with a minimum of 10 years senior management experience. Should be backed by knowledge in IT and be well conversant in an ERP environment.

The Group CFO will be a member of the company's Executive Committee interacting with a diverse stakeholder group, and should have excellent communication skills.

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Please visit our website [www.harcourts.lk](http://www.harcourts.lk) for more information about our group. Please apply in confidence via email to [chairman@harcourts.lk](mailto:chairman@harcourts.lk) or by post/deliver to: The Chairman, Harcourts (Pvt) Ltd., #14, Station Road, Dehiwala.

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### ST APPOINTMENTS

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## Job vacancy in Colombo

### Job Title: Senior Representative Service Management

Location: Colombo

Below is the job description FYI. Purpose

To act as the primary interface to the assigned customer(s) dealing with all customer service matters and escalations, ensuring that SITA always meets the agreed service commitments  
To perform activities relating to reporting, service delivery, service level compliance, service performance, problem management, change management and billing. To ensure that issues adversely affecting the delivery of any service or affecting customer satisfaction are dealt with speedily and effectively

#### Key Responsibilities

- Ensure that all contracted/agreed service levels are met for each element of the services delivered
- Ensure that all services for the assigned contract(s) are delivered, as applicable
- Escalate as required and act as the primary operational point of contact for Customers, Users, Service Providers and line management in case of escalations
- Ensure that all representatives of the customer and their staff are as satisfied as possible with the services received from SITA
- Manage any Service Level Agreements (SLA's) pertaining to customer
- Present a single management interface towards the customer by ensuring the coordination of activities across SITA's Business Units and SITA's service providers
- Ensure that all customer requests for service are dealt with promptly and professionally and services are delivered to the agreed schedule or SLA
- (Help) manage the customer's expectations, have overall responsibility for the customer's level of satisfaction with the products and services provided by SITA and be responsible for the results of the customer surveys - Provide service reports to customers and line management, holding regular reviews with the customer[s] to assess the quality of services delivered
- Proactively seek improvements and innovations in the services delivered by SITA to the assigned customer(s) and/or contract[s]
- Seek feedback from the customer and their users and develop, agree and implement any Customer Service Improvement Plans [CSIPs] required
- Hold regular service reviews, where required, with service providers to review the quality of services delivered in support of the assigned contracts and ensure that any Service Improvement Plans [SIPs] required are defined and implemented - Develop a close working relationship with SITA's account manager[s] and to assist the account team[s] to improve sales results by identifying opportunities to provide additional services to the customer and building and maintaining customer satisfaction - Ensure that all recurring and ad-hoc services delivered are billed
- Provide support to line management and bid teams in developing customer proposals by identifying any local factors that may impact the operational model and/or associated internal and external costs
- Supervise and coach other Customer Services staff assigned to support the customer[s] - Manage the P & L for the assigned contract (s), achieving or exceeding the approved revenues and BC margins

#### Education & Qualifications

- Degree and qualification in IT or Business, Telecommunications or equivalent
- SITA Service Management Certification Level 2 (=ITIL Foundations)
- SITA Service Management Certification Level 1
- ITIL Service Management

#### Experience

- 2 years or more experience in Airline / Air Transport industry
- Experience of continuous service Improvement methods is desirable
- +3 years or more experience in a related role, delivering IT services to internal or external customers
- Experience of working in a matrix management environment is desirable
- Experience in a service management or customer services role
- Experience of working independently in a customer-facing environment is desirable
- Experience of working successfully in a process-oriented environment

#### Knowledge & Skills

- Organizational knowledge and sensitivity
- Basic product knowledge of all SITA's products & services
- Service management process knowledge (ITIL Service Support & Service Delivery)
- Process knowledge
- IT knowledge

#### Profession Competencies

Analytical Skills, Creating and Innovating, Customer Focus, Financial Acumen, Negotiation, Verbal Communication, Written Communication, Relationship Management, Service Management Process Adapting&Responding to Change, Working with People

#### Core Competencies

A adhering to Principles & Values, Customer Focus, Teamwork, Adapting & Responding to Change, Creating & Innovating, Deciding and Initiating Action, Results Orientation

**To apply : link <http://www.sita.aero/about-sita/careers/careers?apply=1758>**