



A Regional Intelligent Network Provider
Giving You the Edge in the Middle East

Who We Are

Arc is a joint-venture between UAE's du and Bahrain's Batelco who is led by a team of experts in data centre interconnection and ICT ecosystems in the Middle East. We have broad and deep knowledge and experience in serving some of the largest and most dynamic businesses in the region.

What We Do

We simplify intra-regional connectivity in the Middle East for carrier, cloud, content and major enterprises. We put you in control of your connectivity in the Middle East and enable you to seamlessly connect across the region's commercial and communications hubs. Our intelligent regional network is designed to give you rapid access to a rich ecosystem of networks and data centres across the region.

How We Do It

As an independent provider with the backing from two of the most trusted telcos in the region, and with a team of industry experts we provide a single platform, contract and experience that will enable customer to take control of their own connectivity in the region.

What makes ARC Solutions a GREAT fit for you? When you join ARC Solutions, you'll set your career on track for outstanding achievement with a company that knows no limits. If you're coachable, persistent, smart, executive-savvy, and looking for your next great adventure, ARC Solutions is the place for you.

This newly created position is of strategic importance to the ARC Solutions team where you will have a significant role in delivering industry leading customer experience. This is a unique opportunity for a seasoned professional to take make a significant contribution to the business, whilst simultaneously taking their career to the next level. You'll be positioning market leading technologies that truly innovate, disrupt and drive customer success.

Responsibilities

- ARC's ambition is to deliver a truly exceptional customer experience and make it easier to manage connectivity in the region. This role will be the main point-of-contact for the customer during its customer journey to deliver an experience for the customer that is world class.
- You will be a key voice of the customer internally to identify and drive initiatives that continuously improve the customer experience.
- Initially, this role will be focused on making sure customers are onboarded and services are delivered successfully, but over time as ARC drive more customers onto our platform the role will evolve to managing the full customer journey, to maintain a high customer experience and drive repeat business.
- Immediate joiners preferred

Who we think you are

- You should have excellent communication and influencing skills and the ability to build strong stakeholder relationships with customers and across the business
- You should be structured and manage projects and timelines.



- You should have experience in a customer-facing role and thrive in delivering value to the customer
- You should preferably have experience in the B2B telecom-industry in a service delivery/service fulfilment role
- You should have an good understanding of ICT technology.

Basic Qualifications

- Completely comfortable operating autonomously and delivering against ambiguous, fluid goals
- History of effectively managing external partners and successfully working with internal teams to build new capability and implement projects.
- Proven track record of B2B customer engagement in multi-country MEA context.
- Excellent interpersonal and communication skills and a proven relationship builder
- Fluent in English, one other key language (e.g.: Arabic) proficiency preferred.
- Bachelor's Degree required.
- Must possess the ability to plan, structure, meet deadlines and be adaptable while working on a lean team in a startup environment. Embodies a 'ROLL UP THE SLEEVES' work ethic.

Preferred Qualifications

- MBA preferred
- Fluency in Arabic Language is good to have.

Desired Characteristics

- Trustworthy, customer obsessed, and able to foster a culture of innovation and continuous improvement
- Goal-oriented and driven to succeed in a collaborative manner
- Strong cognitive ability and inquisitive mind
- Authentic and humble with a high degree of integrity
- Willing and able to be coached and mentored and adapt to a fast-changing business environment
- Comfortable with a high degree or ambiguity at times and being able to work in a start-up culture.