
Position Title: Senior Manager, Sales and Solutions Support - Philippines

Department: Offshore Sales and Solutions Support

Reporting to: Philippines Country Manager (with a strong dotted line to the Vice President of Business Process Outsourcing in North America)

Supervises: Philippines Sales and Solutions Support Team (team does not currently exist; it will be built as demand increases)

Description:

Do you have amazing business savvy, a keen entrepreneurial spirit and a strong desire to develop new and exciting revenue streams with a multi-billion dollar global company? If so, then the Senior Manager of Sales and Solutions Support position with arvato digital services is just the career that you have been looking for!

This is an exciting opportunity for the right person to help us create and build a new business strategy around Business Process Outsourcing (BPO) solutions. The ideal candidate will have a Masters degree with a demonstrated ability to think strategically about business, products and challenges, and convey compelling value propositions at the Senior and Executive Management levels. This role requires business planning and BPO experience, with strong financial management skills. Broad responsibilities includes defining key focus areas for the unit, establishing strategic global relationships and creating and implementing new opportunities to drive strong revenue, profit and customer growth.

Key Responsibilities:

- Help to develop, build and implement the business plan and strategy for creating an offshore BPO portfolio that will generate highly profitable multi-million dollar customer revenues.
- Build a high-performance team in the Philippines that can support high-touch data entry, mining and analysis tasks, and various other projects as requested by internal customers.
- Develop strong infobroker competencies allowing us to offer data and competitive research solutions.
- Develop a deep understanding of the offshore BPO industry and market segment and leverage this knowledge to create new and innovative opportunities.
- Work closely with global team members and business owners to establish target account strategies across verticals, and utilize these strategies to penetrate existing key accounts with the new solutions offerings.
- Establish key relationships with decision makers at top Fortune 500 companies, and leverage these relationships to drive the end-to-end sales cycle process - including lead generation, qualification, Request for Proposal (RFP) response management, pricing development, proposal presentation and negotiating deal closing.
- Communicate on a regular basis with the local staff, site management and senior management regarding objectives, priorities, targets, plans and accomplishments.
- Develop and analyze key metrics to measure the success and effectiveness of business programs, and report the results to stakeholders on a regular basis.
- Assist with special projects and other duties as assigned.

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Minimum Qualifications:

- Bachelor's degree in Business Management or equivalent field required; the ideal candidate will have an MBA.
- Minimum of 5 years experience in the BPO and/or Customer Care industry, with P&L responsibilities and driving profitable revenue growth.
- Previous experience working with a structured process excellence system – e.g., Six Sigma, Lean process design, value stream mapping, etc.
- Strong working knowledge of BPO applications, technologies and key performance indicators.
- High degree of verbal and written English communication skills, rational persuasion and negotiating aptitude, and the ability to effectively and concisely present information at all levels of the organization and to the general public.
- Ability to develop, analyze and interpret financial reporting, legal agreements, complicated pricing structures and business modeling.
- Demonstrated senior management leadership skills – i.e., ability to build high performance teams, manage large operations, motivate employees to exceed performance initiatives, and possess a strong understanding of the organizational and financial elements of a business operation.
- Demonstrated ability to manage multiple projects leading technical and development teams, and working with peers in a cross-functional setting.
- Innovative fast learner with an entrepreneurial spirit and the ability to react quickly and take advantage of changing business conditions.
- Willingness and ability to work in a multi-cultural environment and to travel internationally.

Prepared By:	Authorized By:
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