
Position Title: Senior Manager, Operations and Account Management

Department: Customer Care

Reports to: Country Manager

Supervises: Account Management and Service Delivery Operation

Description:

Are you ready to be part of an exciting expansion for a multi-billion dollar international organization? The Senior Manager of Operations and Account Management role is the opportunity of a lifetime for a seasoned Customer Care management professional with demonstrated entrepreneurial spirit and a solid operational background. This position will play a key role in the launch and then management of our new Customer Care/BPO facility in Eastwood City, Philippines, with full accountability and responsibility for the daily performance of the Customer Care Account Management and Service Delivery teams. Key areas of responsibility include the day-to-day operations, budget management, team development and client satisfaction, in accordance with Master Service Agreements and Statement of Works for our Fortune 500 clients.

The ideal candidate will have a minimum of 5+ years of demonstrated success leading a world-class English language Customer Care and/or BPO operation.

Key Responsibilities:

- Evaluate daily key performance indicators and develop improvement needs in accordance with Master Service Agreements and Statement of Works.
- Manage required staff headcount and compliance to attendance policies. Achieve established production hours and revenue goals and minimize lost revenue opportunities by managing absenteeism, attrition, and production stoppages.
- Manages staff schedules, in partnership with Workforce Management, to ensure call-handling effectiveness in accordance to client and company productivity goals.
- Support Country Manager in interfacing with clients and handling account management issues.
- Continually evaluates Automatic Call Distributor reports for labor efficiency, service level commitments and cost objectives.
- Meets department budgetary goals by controlling the costs for equipment and personnel and maintaining appropriate Management to Customer Service Representative ratios.
- Conducts open forums and team meetings to communicate productivity and performance goals and to motivate employees to meet and exceed expectations.
- Coach and develop a high performance team through strong organizational leadership and establishing performance objectives.
- Interacts and consults with Human Resources and Training and Quality Management on matters of recruiting, hiring, training, performance management and employee relations issues.
- Demonstrate sound judgment and fairness when administering policies and procedures.
- Work with Quality Assurance and clients to meet and exceed quality standards.
- Prepare daily/weekly/monthly reports and distribute to Management.
- Assist with special projects and other duties as assigned.

Position Title: Senior Manager, Operations and Account Management

Minimum Qualifications:

- Bachelor's degree in Business Management or equivalent field required; the ideal candidate will have an MBA.
- Must be fluent in written and spoken English; the ability to speak Tagalog is a plus, but not required.
- Minimum of 5 years experience leading a large Customer Care operation.
- Minimum of 3 years of experience working with at least one process excellence system – e.g., Six Sigma, Lean, COPC, etc.
- Strong practical knowledge of call center applications, technologies and key performance indicators.
- High degree of verbal and written 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.
- Solid financial and quantitative skills with business modeling experience.
- Ability to develop, analyze and interpret financial reporting, legal agreements and BPO/Customer Care pricing structures.
- 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 large operation.
- Demonstrated ability to manage multiple projects leading technical and development teams, and working with peers in a cross-functional setting.
- Ability to react quickly and take advantage of changing business conditions.
- Demonstrated success managing new initiatives while meeting operating and budgetary requirements.
- Highly motivated, creative, self-sufficient and able to operate effectively without close supervision.
- Entrepreneurial spirit, passion for excellence, strong work ethic and solutions-oriented.
- Willingness and ability to work in a multi-cultural environment and to travel internationally.

Physical Requirements:

While performing the duties of this job the employee requires mobility, the ability to distinguish letters, numbers and symbols as well as hand/eye coordination. The employee regularly sits for long periods of time. The employee is occasionally required to stand, walk, and reach with hands and arms. The employee regularly uses office equipment such as multi-line telephone systems, fax machine, copy machine, calculator. Employee will regularly use a computer for extended periods of time. The employee must occasionally lift and/or move up to 10 pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



Job Description	
	Aug. 2008
Page 3 of 3	

Position Title: Senior Manager, Operations and Account Management

All of the above job duties may be changed/modified/deleted at any time by the Company; any other job duties may be assigned as needed.

Prepared By: Human Resources	Authorized By:
------------------------------	----------------