
Position Title: Philippines Country Manager

Department: Customer Care

Reporting to: Vice President, Customer Care

Supervises: Philippines Customer Care Operation

Description:

The Philippines Country Manager is an exciting opportunity for an ambitious, creative and high-energy entrepreneur to join a multi-billion dollar international organization. With full Operational responsibility and P&L accountability, this role requires senior level business planning experience and financial management skills. The Country Manager is accountable to maintain and develop the profitability of key accounts, and to manage the operation in accordance with Master Service Agreements and Statement of Works for our Fortune 500 clients. The ideal candidate will have a minimum of 6+ years of demonstrated success leading a world-class English language Customer Care and/or BPO operation in the Philippines, with particularly strong skills in developing strategic relationships, networking and influential negotiation expertise resulting in positive outcomes for the business.

Key Responsibilities:

- Manage a multi-million dollar Customer Care P&L and drive highly profitable revenue growth.
- Directly responsible for managing all components of the Philippines Customer Care Operations – including Account Management, Service Delivery, Quality and Training, Finance, IT and Human Resources.
- Develop deep relationships with local government officials, community leaders and other relevant stakeholders (e.g., BIR, SEC, etc.).
- Thoroughly understand the current and future global BPO/Customer Care trends and leverage this knowledge to build a world-class high performance Customer Care operation in the Philippines.
- Represent our service offerings to Fortune 500 clients and build strong relationships with in-country client personnel.
- Implement a strong recruiting engine and solid Human Resource framework, resulting in a high performing and motivated workforce in-sync with our corporate DNA.
- Implement strong management disciplines and tools to enable the operation to meet and exceed all performance metrics, and proactively take steps to address current and future business needs.
- Ensure that all contractual requirements are met on a daily basis, while maintaining compliance to arvato's business standards and practices – specifically in the areas of quality, performance and customer satisfaction.
- Communicate on a regular basis with the local staff, site management and senior management regarding objectives, priorities, targets, plans and accomplishments.
- Work closely with the global peers and business owners to develop client growth strategies and leverage best practices across regions.
- Create innovative solutions and drive the sales cycle process – including qualification, Request for Proposal (RFP) response management, pricing development, proposal presentation and contract negotiation.

Minimum Qualifications:

Prepared By: Human Resources	Authorized By: Silke Beckmann
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- Bachelor's degree in Business Management or equivalent field required; the ideal candidate will have an MBA.
- Minimum of 6 years experience in the Customer Care and/or BPO industry, managing a large P&L and driving profitable revenue growth.
- Minimum of 3 years of experience working with at least one process excellence system – e.g., Six Sigma, Lean, COPC, etc.
- Strong working knowledge of call center applications, technologies and key performance indicators.
- Existing professional relationships within local government officials and community leadership is a huge plus.
- 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 posses 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.
- Willingness and ability to work in a multi-cultural environment and to travel internationally.
- Must be fluent in written and spoken English and Tagalog.