

Operation Manager

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Company: Alorica

Location: Poland

Category: other-general

JOB FUNCTIONS:

Performance Management against Client requirements

Business Process and Quality Improvement

Staff Development/Mentoring

Budget and Fiscal Management

KEY JOB RESPONSIBILITIES

Finance

Ensures consistent achievement of all financial indicators.

Ensures budgeted revenue and Gross Profit is achieved for the unit in scope.

Ensures team members are recruited on time and with appropriate skills and aligned with client forecast.

Oversees absenteeism and attrition to be managed to maximize Gross Profit contribution.

Reporting

Prepares on time with maximum level of accuracy required reports and analyses as per senior management request.

Client management

Manages client relationship at an operational level in terms of coordinating information and data requests and delivery of these within agreed timescales and to required quality.

Applies process for tracking of client satisfaction and complaints in terms of response and resolution.

Preparation, analysis, and presentation data to the client as part of weekly and monthly performance reviews.

Co-ordination of responses to any client change control requests.

Team management

Oversees the team.

Leads and develop direct reports.

Conduct 1:1 and team meetings with direct reports in scope.

Build a culture based on regular communication (1:1s, group team meetings) across the whole unit in scope. Supports the open and honest two ways communication, ensuring key messages are cascaded.

Encourages timely constructive feedback sessions and career progression conversations to have their place in the team in scope at all hierarchical levels.

Oversees the employee satisfaction, tracking and support employee wellbeing program.

Involvement in recruitment and selection

Implements engagement campaigns focused to retain good talents.

Apply a process of continuous review and proactive management of absenteeism and attrition, taking appropriate action where necessary.

Overall accountability for training, development and mentoring of direct reports to provide opportunities for skills expansion and career development with agreed career progression path in place.

Project specifics

Constantly monitoring and influence positive impact on key KPIs.

Ensures administrative requests coming from Client are steady and completed within deadlines.

Review and oversee Invoice Issuance.

Ensures all services are provided in line with the standards and reported.

Ensures Accuracy Audits are analyzed, and action plans are discussed/presented with a progress tracking after implementation (which includes daily inspections).

Ad-hoc requests

Performs other duties as assigned by higher management in compliance with the qualification and job requirements.

KEY JOB REQUIREMENTS

Bachelor's Degree or equivalent experience

Associate's Degree in Business Administration or related work experience

Fluent English, knowledge of additional language such as German, French will be an asset.

Leadership qualities and ability to manage large group of people.

Communication and interpersonal skills to interact with a range of people on different levels by using the appropriate language and ability to clearly deliver instructions on to the team.

Self discipline, involving ability to take an ownership of a case and carry it till resolution and able to manage own workload and time.

Diligent, meticulous and analytical with good attention to detail.

Ability to analyze processes, enact change, and think operationally and strategically to achieve business goals.

Methodical and able to follow a defined processes.

Advanced troubleshooting skills to find solutions also in difficult cases/situations.

Customer service oriented and positive person.

Stress tolerance.

Proactive and constructive nature to solve incidents or propose suggestions how to improve them.

Ability to lead discussions and drive them to the right direction.

Task and Target oriented, with capabilities of meeting deadlines.

WHY JOIN ALORICA?

We Offer So Much More Than a Paycheck

Competitive salary

Additional health insurance (incl. dental care)

Group insurance

Wellbeing platform

But that's just the start: here are a few more reasons to consider Alorica.

Career development opportunities

Extensive training programs

Access to top notch technologies and best practices

Excellent working environment

Company events

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