

Business Operations Scaled Support Manager, MSO LATAM

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Company: TikTok

Location: Bogotá

Category: computer-and-mathematical

About the team

The high-performing Global Monetization Strategy & Operations (MSO) organization is essential to enabling TikTok's advertising business growth. We partner with business leaders in strategy setting, revenue planning, sales & client incentive policy-making, driving operational effectiveness in tooling and sales processes, and ensuring productive and fruitful partnerships cross-functionally across internal teams.

About the role: As a Help Desk Manager, the responsibility is to oversee the sales support operations, own system troubleshooting and launch strategic initiatives by analyzing the data and enhancing the performance of sellers around processes and policies.

What you will do:

- 1. Process Reengineering:**
 - Assess current organizational processes and identify areas for improvement.
 - Lead cross-functional teams to redesign and streamline processes for enhanced efficiency and effectiveness.
 - Implement best practices and industry standards to optimize workflows.
- 2. Strategic Thinking:**
 - Collaborate with senior leadership to align process improvements with overall business strategy.
 - Analyze market trends and competitor strategies to inform and enhance the organization's strategic initiatives.
 - Develop and execute strategic plans that align with the company's long-term goals.
- 3. Team Coordination:**
 - Assign and prioritize projects based on their urgency and complexity, ensuring a balanced workload for team members.
 - Provide guidance and support to team members, offering insights into complex issues and facilitating knowledge sharing.
- 4. Performance Monitoring:**
 - Regularly review key performance indicators (KPIs) related to Help Desk Metrics, including resolution times, adaptability, customer satisfaction, and other relevant data metrics to measure

productivity and efficiency around established processes/systems. - Identify trends or patterns in supporting data and take proactive measures to address any emerging issues, to proactively work on resolutions with XFN Leaders across Latam. - Revise, Design & Implement strategies to improve team efficiency and effectiveness.

5. Feedback, Documentation and Trainings - Provide constructive feedback to support analysts on their communication skills, issue resolution techniques, and implementation of the support processes. - Produce SOP documents to enable sales on a self service process adaptation. Ex: FAQs docs, new SOP process, etc. - Implement training programs or refresher courses for sales, and team members as needed to enhance the team's skills and knowledge.

6. Process Improvement: - Continuously evaluate and refine support processes to enhance efficiency and customer satisfaction. - Collaborate with other departments, such as CRM team, Finance, Tax, Legal and others, to understand pain-points. - Stay informed about best practices, by working with cross-functional global partners, to incorporate improvements into the ticket support system.

- 5+ years of experience working in a support function, sales support is a plus. - 3+ years of experience managing a ticket system is a plus. - 3+ years of team management experience. - Bachelor degree is a minimum, preferably in a quantitative field, like industrial engineering. - Ability and appetite to learn quickly and meet tight deadlines without sacrificing output quality. - Ability to evaluate problems from multiple perspectives and apply critical thinking skills. - Proven record of challenging the status quo, intellectual curiosity, and a desire to consistently improve oneself. - Strong communication, interpersonal, and presentation skills and a can do attitude. - Ability to prioritize multiple projects and tasks and manage time effectively. - Proficiency in Microsoft Office and Google products (specifically Excel and Google Sheets). - 5+ years with major sales CRM platforms (. Salesforce, Insightly, Boostr, , Order Management Systems (. Operative, FatTail, Prisma, and Ads Platforms (. Google Ads Manager, Facebook, Snapchat, - Base location: Mexico City- Fluent in Spanish and English, Portuguese is a plus

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