

Colombia Jobs Expertini®

Operations Manager

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Company: TDCX

Location: Colombia

Category: other-general

Top Reasons to work with TDCX

Attractive remuneration, great perks, and performance incentives

Comprehensive medical, insurance, or social security coverage

World-class workspaces

Engaging activities and recognition programs

Strong learning and development plans for your career growth

Positive culture for you to #BeMore at work

Easy to locate area with direct access to public transport

Flexible working arrangements

Be coached and mentored by experts in your field

Join a global company, winner of hundreds of industry awards

What is your mission?

Manage and utilize metrics to drive positive change in areas such as Service Level Agreements, Productivity, Customer Satisfaction, Quality, NPS and Contact Rate.

Work with direct reports to find learnings from real life situations to set and improve metric-based goals; consistently drive teams towards higher performance and quality expectations.

Monitor costs and losses incurred by managing team's contribution to the greater Customer Experience budget.

Ensure employee happiness by working with Leads to create strong connections with the whole team and utilize effective communication to help translate the Mission of our client into meaningful and clear goals.

Maintain ultimate responsibility for team structure, recruiting, on-boarding and training by working with outmost leadership, direct reports and other business partners.

Use learnings from team members to identify opportunities and advocate for product improvements that support the team's strategy and the needs of the customer.

Navigating the team to ever changing landscape of the business by communicating and manage change.

Any other duties and responsibilities that may be assigned to you by the management from time to time, within your category of employment in the organization and for the effective implementation, maintenance and continual improvement of the Quality Management System of TDCX.

Who are we looking for?

Candidate must possess at least a Advanced/Higher/Graduate Diploma, Bachelor's Degree, Post Graduate Diploma, Professional Degree in any field.

Preferable with 3 - 5 years of working experience in the related field is required for this position.

Advanced English level: C1 is a must.

Excellent understanding of contact centre operation

Sound knowledge of customer satisfaction, Net Promoter Score and quality programs

Organizational and time management skills

Effective facilitation skills in client and staff meetings

Excellent verbal and written communication skills in English and the language of supporting

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