For discussion only, not a part of service offering.

Business Process (BP) Key Positions

COO / BP Manager

- Proficient in Strategic as well as Tactical BP design
- Skilled utilization of Human Resources
- Skilled in Qualitative and Quantitative Analysis
- Technologically aware and proficient
- Accountable for the accurate and timely delivery of the BP results to meet the strategic goals of the business
- Accountable for human resource utilization, capacity planning, development and retention of high value employees
- Accountable for accurately forecasting daily volume and timeliness results, human resources and skill needs and reporting on the nature and volumes of 'exceptions' to BP protocols and workflow
- Accountable for reporting trends and analyzing the resulting risks/opportunities for the BP/Business Model

BP Analyst (Reports to the BP Manager)

- Thorough knowledge of system(s) utilized in the BP function
- Thorough knowledge of the protocols, workflow, functional organization of the BP
- Accountable for daily data analysis and reporting of volumes, timeliness and 'exceptions'

Q/A (Reports to the BP Manager)

- Excellent writing skills
- Accountable for creating, maintaining and communicating the BP protocols, workflow requirements and timeliness standards
- Accountable for sampling, testing BP items to measure compliance with protocols, workflows and timeliness standards

Technology Key Contact (Reports to Technology Manager)

- Comprehensive knowledge of system(s) utilized in the BP function.
- Skilled at comprehending, analyzing and interpreting user requirements.
- Highly skilled at project management, reporting and implementation.
- Accountable for understanding, sizing and implementing user requirements for the system(s) utilized in the BP process.

Customer/Client Relationship Manager (Reports to Marketing/Sales)

- Accountable for measuring and reporting Customer/Client satisfaction
- Accountable for all communications with the Customer/Client
- Accountable for capturing, measuring and reporting Customer/Client feedback, direct, e.g. mail/email/phone and indirect, e.g. BBB inquiries, blog comments, articles, opinion sites (e.g. Yelp), social media, etc.
- Accountable for ensuring that all internal stakeholders are aware of Customer/Client communications prior to initiation
- Accountable for capturing, analyzing and co-coordinating the response to all 'escalated' Customer/Client complaints