# Operations Manager ( 79850526 )

Job Responsibilities :  
  
1. Drives operational performance within the Regional Contact Centre2. Monitor performance metrics and other key initiatives at partnerlocations and ensure delivery. Works through operations managers atRCC s to achieve desired business and tNPS goals3. Drives operational delivery in line with optimal solutions designedfor specific business outcomes.4. Monitor & recommend standardization to ensure better control onprocesses and facilitates VOC sharing with business

Education Requirement :  
  
Graduation

Experience Requirement :  
  
Minimum 8 Years - Maximum 10 Years

Skills & Competencies :  
  
1. Customer orientation2. Analytics & result oriented3. Process excellence4. Partner management5. Strategic & tactical thinking and execution

Location Map : Thane