**Vice President, Client Services**

**Location:** Work from Home

**More information about this job:**

We are a largeglobal Business Process Outsourcing company with more than 26,000 employees around the world, including Canada, the United States, Europe, Central America, and the Philippines. With 175 million customer interactions supported annually via voice, email, chat and social media, across the telecommunications, utilities, high tech, gaming, finance, retail, e-commerce, travel and logistics, and healthcare industries, we enables customer experience innovation through spirited teamwork, agile thinking, and a caring culture that puts customers first.

**Position Overview:**

We are looking for an enterprising Director/VP of Client Advocacy.  Reporting to the Global VP for Client Service with the following key responsibilities:

* Customer Alliance and Strategic Relationship management – passionately pursuing a collaborative and strategic relationship based on a set of key customer priorities and common goals and grow the accounts yearly within a highly competitive environment
* Strategic and operational focus – Establishing and leading the development and execution of our Account Strategy and Roadmap with key expectations that drives all Team Members around a common set of goals and objectives
* Formulating and aligning strategies to operational objectives.  Using industry knowledge and identify process improvements and innovative tools to enhance service delivery aligned with our customers key priorities
* Sales - growing "wallet share" in current customer's organization through developing and maintaining a strategic based full service solutions environment
* Leadership – ability to get things done through and with others in a matrixed international environment

Location

This is a remote position where the team member may be based anywhere in North America

**Specific Responsibilities May Include:**

* Establishing trusted and consultative customer relationships.  Developing strong service relationships with our customers, dealing with end-to-end operational issues and bringing the global team together to collectively own the end to end customer experience.
* Providing matrixed leadership to a team of Operations, Quality, Finance, Workforce, Learning Services professionals dedicated to our Client and lead by the Client Service Management Leader Targeting Customer Care and Business Growth initiatives.
* This may include providing leadership to team members accountable for 24/7 customer escalation
* Implementing interdependent relationships internally enabling a concerted support strategy.  Developing and executing strategic projects, initiatives and programs and/or leading end-to-end cross-functional process improvement initiatives
* Ensuring clients receive differentiated levels of service and value-add by creating and executing on key deliverables based on project targeting program innovation, thought leadership to deliver on - and exceed - all contracted service level agreements.
* Retaining and growing our base.  Actively participating in defining the future direction of our client's businesses and identifying new markets or business opportunities
* Creating C-suite and Sr. Leader client relationships across our client business units to build upon our value creation and drive significant sources of incremental revenue and new opportunity development within all client BU’s we can address
* Preparing and managing budgets to meet corporate objectives and develop plans and strategies to improve end-to-end client experience

**Required Experience, Skills & Competencies:**

Required Knowledge

* Business and financial acumen - end to end operational knowledge of service delivery and assurance or customer care processes in a contact center environment
* Knowledge of how sales and marketing drive new, repeat and growth business
* Strong telecommunications/ technical knowledge
* Knowledge of key client metrics in a contact center setting e.g. workforce management metrics, quality assurance metrics, customer satisfaction metrics, average handle time, etc
* Global business acumen – understands business on a global scale, understands what works in many countries and what is different from country to country

Required Skills & Abilities

* Willingness and ability to work from a home office
* Willingness and ability to travel for up to 35% of work hours
* Communication: Demonstrated ability to forge positive relationships with senior level executives within client organizations.
* Strategy: Proven success in setting the strategic direction and key expectations for the company. Ability to formulate and recommend strategies and operational objectives.  Ability to use industry knowledge and identify process improvements to enhance services
* Business Development: Ability to grow "wallet share" in current customer's organization through moving from a transaction based process environment to a strategic based full service solutions environment.
* Alliance Management: Ability to negotiate and work towards common goals with an understanding of business and client solutions in a highly competitive environment.
* Personal Characteristics: Results oriented. Ability to offer the inspiration, communication, and interpersonal relationship skills to make things happen.
* Benchmarking: Knowledge of client operations, client experience (internal and external benchmarks) and TELCO industry
* Change Management:  Demonstrated ability to adapt quickly to change and provide change management guidance to others
* Leadership:  Ability to lead and motivate international matrixed operations teams
* Financial acumen:  Demonstrated ability to make decisions and problem solve based on financial and economic analysis to align with corporate strategic vision
* Ability to facilitate solutions in a complex technology and business environment
* Ability to work with diverse groups in terms of geography and different time zones
* Ability to speak and write Spanish is not required but would be an asset

Required Professional Designation/Certification

* Post-secondary education in a related field

Required Experience

* Minimum 7 years in operational and/or client relationship management in a call center environment
* Experience in a matrixed leadership role, leading process improvement teams or self-managed work teams
* Experience in a revenue generating role
* Demonstrated history of success in a sales and / or client relationship management
* Financial acumen – ability to read and act upon financial reports and make sound business decisions that have positive business impacts

Industry Knowledge and Experience

* Knows the outsourcing business and the mission-critical functional skills needed to do the job; understand various types of business propositions and understands how businesses operate in general.

**Ethics**

A person of high character is consistent in acting in line with company values; talks straight; walks his / her talk; works through conflict; delivers negative feedback and messages without hesitation; deals fairly with problem performers; lets everyone know where they stand; not afraid to make negative decisions and take tough actions; challenges the status quo; direct, truthful, and keeps confidences

Company Values:

The company recognizes and embraces the importance of values in our ever-changing workplace. To be suc**c**essful, all applicants must demonstrate behaviors that they are reflective of our values:

* We embrace change and initiate opportunity
* We have a passion for growth
* We believe in spirited teamwork
* We have the courage to innovate

We are committed to diversity and equitable access to employment opportunities