

Head Operations BPO

Job Description:

To manage the challenges of allocated BPO division and ensure resources match workload to provide cost effective, high quality service within agreed SLAs in the given timelines

Establish mechanism to ensure enhancement in the overall productivity, volume and competence levels of the BPO division through strategic interventions Working as a site head/ center head/ VP- Operations/ GM- Operations in a BPO handling multiple clients for atleast two years with a team of size of 800 to 2000 employees

Will manage the BPO process independently and ensure business profitability/ PNL

Will be heading and providing functional leadership to the BPO Operations team including Quality and Training

Overall accountability of entire BPO operations for multiple customers with multiple shift timing.

Create, mentor and lead an effective BPO team of Operations Managers / Senior Managers

Build and maintain effective long-term relationships with key members of the client team

Be prepared to innovate and actively seek out-of-the-box solutions

Job Location : Mumbai

Exp Level : 8 - 15yrs

Position : **Head Operations – BPO**

Mandatory Skills : BPO, Head, Operation

Qualification : Any

Please mail your profiles to contactus@sawitservices.com