



EVP/COO Customer Care BPO

Immediate need for a highly skilled EVP/COO, Call Center (Customer Service) Operations. This position will report directly to the President.

This position is responsible for planning, directing and administering the operations of the Sales and Customer Contact Call Center areas. Areas of responsibilities include: Operator Services, billing, collections, orders, repairs, and customer support. Reporting to this position will be Directors of: Billing System Support, Staff and Admin Support, Commercial Offices, Services.

This candidate would need to have a minimum of 7-10 years of BPO/Collection management experience managing groups of 100 FTE or more. They would likely manage multiple client

relationships and would manage over 500 FTE.
Near Shore experience highly preferred!

This position would pay between \$195K - \$245K
base salary and a bonus opportunity.

Job Requirements:

- Ten years large call center management experience, especially involving P&L.
- Spanish helpful. A complete understanding of the applicable culture.
- Strong experience managing multiple call centers. Experience in all or most of the areas under the direction of this position, especially Customer care and some receivables.
- A visionary / change agent how "we" can change from "good to great."
- Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or government regulations and write reports and business correspondence.
- Excellent written and verbal communication skills with the ability to effectively communicate and interact with all levels of personnel within the organization, including presenting information and responding to questions from groups of managers, clients, customers, and the general public

- Strong customer services skills
- Solid knowledge of computers and software applications including spreadsheet (Excel), word processing (Word), and email software applications
- Ability to plan own work and the work of others in one or more departments. Ability to prepare and/or develop plans for projects and programs involving coordination with other departments and/or outside organizations.

Responsibilities:

1. Responsible for tracking and reporting on individual employees, team Leaders, and overall performance of group.
2. Ensures call volume forecasted is met on an hourly, daily, weekly, and monthly basis.
3. Measures, reports and communicates revenue and service level goal attainment on a daily, weekly, and monthly basis for assigned call center.
4. Measures, reports and communicates individual and group performance on an hourly, daily, weekly, and monthly basis for assigned call center.
5. Ensures accurate and timely communication of client issues to and from the teams.

6. Trains direct reports to ensure efficient operations.
7. Participates in weekly team meetings, joint calls, weekly performance team meetings, and client call monitor sessions.
8. Responsible for the ongoing maintenance and upkeep of assigned center.
9. Coordinates assigned Teleservices projects.
10. Provides support and resource backup to Operations Manager. Other Functions

Assists with startup of new call center operations.
Assist direct reports with motivation of teams.
Assists with product training as needed.

11. Other duties as assigned.

Bill Easton

President

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