

Group General Manager - Operations

- ✚ **Direct Report To COO**
- ✚ **Multi-Site Responsibility – 1200+FTE**
- ✚ **c\$200K Package + Bonus**

Clearly a global leader in complex customer contact solution provisioning, our client offers a comprehensive suite of services spanning sales, customer care, help desk and technical support, across multiple industry verticals. An Australian corporate success story, their international expansion in recent years bears testament to the winning formula they have perfected which has enabled them to attract and retain the very best executives in the BPO field. An opportunity to join the senior executive team of this impressive enterprise at an exciting growth stage is now being presented to market.

The newly-created role of Group General Manager of Operations is Melbourne-based and will be one of the most significant appointments in the local customer contact industry in recent times. Reporting directly to the Group Chief Operating Officer, you will be a key member of the executive team in planning and executing the future growth across four different contact centres within Australia. Key deliverables include: strong and visible leadership; commercial growth; profitability; quality; and continuous process improvement, all with a view to enhancing the customer experience across the multiple channels serviced by these contact centres.

The successful candidate will probably profile as follows:

- ✚ A strong, visible, engaging and resilient leadership style;
- ✚ Proven success at senior level within a large scale, multi-site contact centre environment, all with full P&L accountability;
- ✚ Proven record of outstanding achievement and commercial success in an operational capacity, especially through periods of significant growth and change;
- ✚ Previous experience managing external third party relationships at executive level with a *sixth sense* for prudent SLA orchestration;
- ✚ Experience developing and executing strategy, including succession planning for growth;
- ✚ The confidence to work within a transparent executive culture that provides you with complete responsibility and accountability to manage “your business”.
- ✚ Ability and willingness to travel frequently without affecting your personal circumstances;
- ✚ Ability to fully utilise state-of-the-art customer contact technologies to improve customer interaction whilst reducing operational costs; and
- ✚ Entrepreneurial spirit and a positive sense of humor!

To apply in strict confidence, please click the “apply now” button attaching a brief resume and covering letter quoting **Ref. No. DOK/50186** or call **David O’Keefe** on 02 9947 9775 for further information.