



General Manager - Victoria

- ✚ First Class Service Strategy Consulting Practice**
- ✚ Direct Report to APAC MD**
- ✚ Significant Base + Super + Bonus + Equity Potential**

One of the most prominent and respected consulting organisations in the Asia-Pacific region is leveraging its first class pedigree and unique reach within the customer contact arena with the successful establishment of a professional services strategy consulting practice. From strategy to execution across all customer contact centric people, process, technology and financial imperatives, this newly formed division will assist government and enterprise navigate the complex challenges executives face in establishing, consolidating and optimising multi-faceted contact centre operations.

Several key appointments have been secured for this practice in recent months throughout the APAC region and much success has already been enjoyed, which is no surprise given the calibre of the individuals involved. Our client now wishes to appoint a General Manager to spearhead operations from Melbourne and to play a key leadership role in realising aggressive growth targets whilst overseeing excellence in the operational execution of consulting contracts. This important appointment will require a bullet-proof customer contact executive who profiles with the following:

- ✚ Proven success at general management level or similar within the APAC customer contact industry across inbound/outbound and front/back office customer interactions;
- ✚ Experience with both in-house and BPO environments across several verticals with street-wise wares in and around tender processes, SLAs, operational performance metrics and vendor management;
- ✚ Project management and/or consultancy credentials, essentially from the people and process review domain yet still with strong commercial awareness of the customer interaction technology landscape;
- ✚ Executive communication and interpersonal skills of the highest order with public speaking experience a distinct advantage; and
- ✚ Strong sales acumen, demonstrated ideally by your track record of passionately exceeding aggressive revenue targets for premium consultancy engagements or through in-house corporate roles.

To apply in strict confidence, please click the **"apply now"** button attaching a brief resume and covering letter quoting **Ref. No. GLT/46056** or call **Greg Tanna** on 61 2 9947 9712 for further information.