



Contact Centre Project Management Consultant

- ✚ **1st Class Service Strategy Consultancy**
- ✚ **Large & Complex Call Ctr Change Management**
- ✚ **\$\$\$ Very Neg./Contract or Permanent**

This highly respected consulting organisation is looking to appoint a first class Customer Contact industry professional to drive a major transformation program for one of their many blue chip clients.

The size and scope of this project is quite daunting with your efforts impacting on over 6 million Australian customer interactions every year for an Australian icon! You will also be encouraged to work on other client projects given the breadth and depth of our client's current program of works.

Your responsibilities range from strategy to execution across all customer contact centric people, process, technology and financial inputs, navigating a series of complex challenges in optimising their multi-faceted contact centre operations. You will work end-to-end to exacting professional standards, working with a committed and highly talented team who take pride in ensuring that all deliverables are met on time and under budget.

We feel that people who are up to this professional challenge will probably profile with the following:

- Proven success at senior operations management level or similar within the APAC customer contact industry across inbound/outbound and front/back office customer interactions **AND/OR** similar experience working within a people/process-oriented management consultancy;
- Experience within/consulting to both in-house and BPO environments across several verticals with street-wise wares and an ability to work with minimal support;
- Experience within both a small to medium-sized company and larger corporate would be ideal;
- Strong Proj. Mgmt. and/or consultancy credentials, essentially from the people and process review domain yet still with strong commercial awareness of the customer interaction technology landscape; and
- Executive communication and interpersonal skills of the highest order with public speaking experience a distinct advantage.

To apply in strict confidence, please click the **"apply now"** button attaching a brief resume and covering letter quoting **Ref. No. GLT/46070** or call **Greg Tanna** on 61 2 9947 9712 for further information.