

Job Title: Executive Business Manager

Job brief

We are looking for an eminent candidate profile, who is skilled to manage elite business partner accounts, also have abilities to manage a team of front line customer servicing representatives, by effectively managing the daily operations and personnel aiming for maximum efficiency and cost-effectiveness. He should also ensure that technology is utilized to a maximum and that teams are well organized and productive to achieve agreed KPIs.

An Executive Business Manager must be an organized, reliable and results-driven professional. They must have a practical mind to solve problems on the spot partnered with an ability to see the “big picture” and make improvements.

As an Executive Business Manager, you must have an excellent customer service and communication skills; who can lead the team from front and set excelling benchmarks in all aspects of work and domains. You should take complete ownership P&L generation of all the business accounts mapped and consistently look forward to grow the P&L.

Responsibilities

- Maintaining profitable relationship with all associated partner accounts
- Develop objectives for the contact center’s day-to-day activities
- Conduct effective resource planning to maximize the productivity of resources (people, technology etc.)
- Collect and analyze contact-center statistics (User level Utilization, Occupancy, Productivity, Revenue Generation, Cost & other agreed KPIs)
- Collaborate with HR & training teams to Hire, coach and provide training to new team members and foster teams of high class customer service representatives
- Conduct daily huddles, periodic reviews of the team and drive higher efficacy at individual and team level
- Analyze operations data and have periodic meetings with business partners to discuss business goals, strategies and drives
- Prepare dashboards & reports of each account and update internally and externally, with your inferences and actionable

Candidate eligibility requirements

- Proven experience as contact center manager or similar position, where you have managed contact centers and was in active coordination with business relationship management
- Past experience handling Indian Life Insurance related work would be an added advantage
- Minimum Graduation/Post Graduation from tier-1/2 college
- Good knowledge on contact center floor management and team's performance evaluation on various operational and business matrices
- Solid understanding of generating business report and MIS management skills
- Proficient in MS Office (mainly Excel & PowerPoint) and contact center equipment/software programs (Dialers, CRM & data transmission modes, such as Vaultize, SFTP, etc.,)
- Linguistic skills to speak courteously in English, Hindi and other regional languages
- Outstanding communication and interpersonal skills
- Excellent organizational and leadership skills with a problem-solving ability
- Positive approach for every business challenges and have good temperament and abilities to handle pressure situations