



General Manager – BPO Operations

iContact is seeking to appoint a dynamic and experienced General Manager to lead our Call Centre Operations. The successful candidate will be responsible for managing large-scale call centre activities, particularly during peak seasons when rapidly scaling.

Key Responsibilities:

- Lead and oversee day-to-day operations, ensuring the effective management of a call centre with a large number of employees (500+).
- Develop and implement strategic plans to navigate and optimize operations during peak seasons, managing client expectations proactively.
- Collaborate with cross-functional teams, including HR, to seamlessly execute recruitment, training, and facility requirements.
- Formulate and enforce operational policies and procedures to enhance overall efficiency.
- Provide leadership and guidance to senior managers (4-8) and stakeholders (4-8).
- Proactively identify and provide solutions to issues such as profit decline, employee conflicts, and potential loss of business to competitors.
- Prepare regular reports to the business on operational and financial performance.
- Evaluate and improve operations and financial performance through strategic planning and execution.
- Maintain budgets, optimize expenses, and ensure cost-effectiveness.
- Utilize strong analytical ability to drive data-driven decision-making processes.

Qualifications and Experience:

- Proven experience in senior management roles, specifically in managing large call centres
- Demonstrated success in navigating peak seasons and rapidly scaling operations.
- Hands-on leadership style, maturity, and effective communication skills.
- Extensive background in the BPO industry with a comprehensive understanding of facility management, technology & IT requirements, and operational intricacies.
- Strong analytical ability with a track record of implementing data-driven solutions.
- Bachelor's degree in business administration, Management, or a related field.
- Additional certifications in Operations Management or a relevant discipline would be advantageous.

Work Type & Remuneration:

- Monday-Friday US Hours Responsibility
- Primarily Facility Based (Cresta)
- Negotiable