



Mydala is hiring for Manager – Operations

Location- New Delhi

Position Type- Full Time

Education- Any Graduate -Any Specialization /PG - Any PG Course - Any Specialization

Work Experience- 5 years - 8 years

As the Operations Manager you will have overall responsibility of the Call Center ensuring that the highest quality of customer service is achieved and maintained.

Serves customers by planning and implementing call center strategies; improving systems and internal processes and managing staff.

Roles and Responsibilities

- Serve as the key responsible person in the management of the Call Center staff
- Maintains and improves call center operations by monitoring system performance; identifying and resolving problems; preparing and completing action plans; completing system audits and analyses; managing system and process improvement and quality assurance programs; installing upgrades.
- Accomplishes call center human resource objectives by recruiting, selecting, orienting, training, assigning, coaching, counseling, and disciplining employees; administering scheduling systems; communicating job expectations; planning, monitoring, appraising, and reviewing job contributions; planning and reviewing compensation actions; enforcing policies and procedures
- Meets call center financial objectives by estimating requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
- Prepares call center performance reports by collecting, analyzing, and summarizing data and trends.
- Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

Ideal Candidate

Graduates with 5-8 years of work experience. Team handling experience mandatory

- Excellent communication, comprehension and analytical skills
- Ability to work in a highly charged environment without compromising on quality
- People Manager with a Customer Centric Approach
- MS Excel, MS Word and Power point proficiency
- Well versed with matrix and dashboard driven environment

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