

## Senior Operations Manager

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Company: m2r ltd

Location: Bahrain

Category: other-general

We are working on behalf of this well-established Bahrain based organisation that requires a highly experienced Senior Operations Manager to ensure all client KPIs are met through the continuous improvement of performance throughout the team. Your key functions are:

- To manage the day to day operation across inbound, outbound and middle office functions.
- To drive and inspire outstanding performance within the teams by providing clear goals, objectives and motivation, through professional, consistent and effective leadership.
- To be responsible for the achievement of Client driven KPIs and SLAs through strong people management, operational focus and process / quality control.
- To effectively manage performance in functional areas to the extent where optimal performance is constantly tested, measured and delivered.
- To drive and lead by example the delivery of strong attention to detail, accuracy and quality across all levels of the team – for both external and internal customers.
- To be responsible for budget adherence (and wherever possible, improvement) for the running of the in-house teams and supporting cost centres.
- Undertakes duties of a general nature, or additional tasks that may be required from time to time by the business.
- To hold weekly performances reviews and provide reporting to the business.

You must have at least 5 years in an Operations management and people management role, in a fast paced, dynamic sales orientated environment, ideally gained in a high tech medium/large sized Call Centre. You must be passionate about customer service and be able to operating a P

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