



Contact Centre Operations Manager

Have you built a Contact or Call Centre, from the ground up? Do you have experience planning, scheduling and managing a team of first-class customer care specialists? Are you familiar with contact/call centre metrics, reporting and best practices? If so, read on!

Reporting to the Chief Executive Officer and the Chief Operating Officer, we're looking for a Contact Centre Operations Manager, to plan and build a Contact Centre and to manage a team of customer care superstars to support our growing business by providing efficient and excellent service to our clients. If this is you, you'll be responsible for managing training, instilling customer service standards, reporting as well as liaise with department managers to ensure the best experience for our customer.

guard.me International Insurance recognizes people as our most valuable asset. We look for individuals who like working with and helping people and who are interested in long-term career growth within an established, successful company. The work environment is fast-paced and high-energy. You'll get a chance to communicate with others, as everyone's input is valued. The culture is truly collaborative. You'll be working with an established award-winning team with an impressive track record.

If we still have your attention, please read through the responsibilities and qualifications and if you think you're a good fit, we'd love to review your resume!

Responsibilities:

Initial:

- Work with CEO/COO & IT Infrastructure to provide direction and lead the development and implementation of the Contact Centre initiative including but not limited to, space & renovation, scope, technology, staffing and employee scheduling
- Partner with IT Infrastructure through the technology implementation (i.e. one phone system, quality monitoring, etc.), ensuring deployment of a technology roadmap (i.e. automation tools, phone, email, chat) to create effortless experience for both employees and customers
- Build, customize, schedule and maintain reports for Contact Centre applications; analyze data to interpret results; identify trends and patterns to determine business requirements and performance metrics
- Identify, assess and develop action plans for Contact Centre business process efficiencies
- Develop, implement and maintain effective internal and external Quality Assurance (QA) programs fostering continuous improvement and exceeding Service Level Agreement (SLA) performance
- Develop realistic KPI metrics based on Best Practices
- Identifying, developing and supporting the implementation of performance improvement initiatives and reporting requirements for the Contact Centre
- Build, develop and maintain a Contact Centre Intranet site for knowledge management and provide ongoing system training
- Develop a Business Continuity and Disaster Recovery plan to support the Contact Centre operations

Travel Healthcare Insurance Solutions Inc. – HR Department

80 Allstate Parkway, Markham, Ontario L3R 6H3

Tel: 905-752-6210 Toll-free: 1-877-873-8447

Email: hr@guard.me Website: www.guard.me

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On-going:

- Provide strong, dynamic leadership that mentors, develops, and guides team members to efficiently leverage the value of every call to drive customer service excellence
- Liaise with IT Infrastructure for all Contact Centre technical applications for system management, maintenance and troubleshooting (i.e. Contact Centre Solution including Telephone / Reporting / Call Recording / Surveys / Web Chat)
- Monitor all system performance and maximize efficiencies, ensuring adherence to Contact Centre best practices
- Responsible for driving Contact Centre excellence, driving process standardization, balancing resources with customer support expectations with a focus on phone, email, chat and process metrics, improvements, controls and architecture
- Act as the liaison for all escalations within the CSC, working with the customer to resolve concerns if needed
- Develop and maintain effective organization of responsibility, including efficient recruiting, training, coaching, recognition, workflow patterns, performance standards, delineation of duties and responsibilities and staffing levels
- Liaise with internal and external partners on matters related to the Contact Centre technical applications
- Ensure adherence to all regulatory compliance requirements as well as all policies and procedures of **guard.me**
- Actively engage in continuous learning and development, stay abreast of industry developments and best practices
- Other duties as assigned

Qualifications:

- 5-7 years' experience in a leadership role with responsibility for building and managing a Contact/Call Centre team and environment.
- Bachelor's degree in Business /Commerce or Equivalent Education and Work Experience
- Proven experience managing metrics, ensuring customer satisfaction, and reporting statistical performance levels related to Contact/Call Centre management
- Outstanding strategic/innovative thinking capabilities with superior interpersonal skills, while also implementing a hands-on approach
- Proven ability to attract, develop, retain and lead high-performance work teams and superior talent
- Self-starter with strong problem solving and organizational skills
- Demonstrated capability to build relationships and work effectively across all business functional areas and levels of an organization to attain goals and drive business results.
- Strong communication and presentation skills - used for influencing and explaining new initiatives to the executive team and senior leaders.
- Strong analytical skills including working knowledge of staffing models, scheduling, and technology opportunities
- Ability and agility to operate in complex, rapidly changing environment with proven capability of leading and navigating through changing environments

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- Strong relationship building skills with ability to effectively manage group and interpersonal conflict situations
- Customer-centric focus, experience in customer service leadership roles in insurance or other financial services industry, is preferred
- Computer Skills: Microsoft Outlook and Word with advanced Excel skills
- Additional language capabilities are an asset

Disclaimer: Please note that this document is intended to provide an overview of job accountabilities and does not necessarily list all tasks related to the job.

How to Apply:

Please e-mail your cover letter and resume to hr@guard.me (sub: "Contact Centre, Operations Manager"), with details of relevant work experience and why you feel you are a good candidate for this position.

We thank all candidates, but only those selected for an interview will be contacted. We are not accepting calls from Recruiters at this time.

guard.me is an equal opportunity employer and encourages applications from all qualified individuals. Accommodation will be provided to requesting candidates during the recruitment process. We thank all applicants for showing an interest in this position. Only those selected for an interview will be contacted.

About Us

guard.me International Insurance is the premier provider of quality healthcare insurance to the International Education and Travel Market. We provide comprehensive health insurance products for international students who are studying in Canada and for international students who are studying outside of Canada, as well as teachers and participants in exchange, co-op and work abroad programs. Since 1994, we have continually worked to exceed the expectations of our clients by offering superior service, comprehensive policy benefits and fast efficient claims processing that continue to surpass industry standards.

keep.meSAFE is the industry's first and only digital mental health support program for international students. The platform offers students immediate and confidential access to culturally relevant counselling in their native language, day or night. Students have the option of connecting with a professional counsellor via an app or by mobile phone, online chat, video, email or in person. Created specifically with international students in mind, **keep.meSAFE** is designed to complement existing on-campus counselling services and is fully customized to each school.

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