



Client Operations Manager - SSC / BPO Centre Krakow

Sniper & Rook Solutions is a mid-level recruitment business working with select UK and other European companies to recruit the best people to work for our clients. We have recently undertaken a recruitment project for one of our clients based in Krakow who are looking for people to work within their team in Krakow.

The role is senior and focuses on leading, developing and providing the “one face to the customer” contact point for all communication activities. Working in a consultative manner with our stakeholders to manage their communication requirements

The main duties would involve:

- ✦ Management of a team of 50 - 60 people
- ✦ Supporting the further development of the centre in Poland
- ✦ Assisting in the development of the strategy and growth of the Company
- ✦ Supporting the general management of the Centre
- ✦ Coaching and mentoring of team members
- ✦ Co-operation with internal and external clients of the Company in order to provide the best service
- ✦ Ensuring the highest quality of service is delivered by allocated team(s)
- ✦ Assisting in the growth of the company's service portfolio
- ✦ Reporting the results of the team and any improvements needed

What we expect:

- ✦ Minimum 5 years experience in the Outsourcing industry or in a Shared Services environment in a similar supervisory or managerial role
- ✦ Experience of managing a team, also through Team Leaders and Junior Managers
- ✦ Understanding and knowledge of the SSC model or general outsourcing
- ✦ Experience of working in an international environment
- ✦ Good business acumen

Personal attributes:

- ✦ Excellent communication skills
- ✦ Excellent organizational skills
- ✦ Analytical skills
- ✦ Highly motivated to work
- ✦ High level of personal integrity
- ✦ Ability to work with people at different levels within the organization

What we offer:

- ✦ Benefits and workplace in Krakow



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STRATEGY THROUGH PEOPLE

- ✦ Working within an international team
- ✦ Support with relocation where necessary
- ✦ Bonus system

Please apply today if you are interested. adfs