

JOB PROFILE**Job Title:** Program Manager**Reporting To:** Account Manager**Site:** Cairo**Purpose of the job:** *In one sentence, the reason 'why' the job exists.*

Responsible for delivering customer service capabilities to clients by driving the unit to an excellent level of for client's customers. Also raising the quality level of handling customer inquiries/problems to systematically measure and address its root causes to drive improvement in customer experience.

Main accountabilities: *Responds to the question 'what' by listing the principal responsibilities. Specific and concise presented by areas of responsibility. Should be used to set up objectives.*

- Operations Management
 - Evolve knowledge management tools, processes and procedures to maintain even distribution of knowledge of individual cases among the teams.
 - Conduct awareness sessions for call center agents
 - Meet contract service key performance measures
 - Maintain a close working relation with Technology department to ensure systems stability and smooth operation
 - Identify improvement opportunities within workflow, productivity and procedures
 - Meet daily, weekly & monthly reporting obligations, provide thorough analysis on operational trends and corrective actions
 - Manage the relation with WFM for an optimum utilization of resources
- People Management
 - Role model for team
 - Set key performance indicators for the team
 - Monitor performance, implement performance management tools to ensure continuous feedback (one-ones, performance dialogue)
 - Communicate company, department & unit objectives, ensure proper alignment and understanding of the end-end role
 - Set and supervise development plans for teams & individuals
 - Improve team productivity period over period
 - Set team & individual targets
 - Manage team attrition to acceptable levels
 - Hire as well as oversee the interviewing/hiring of supervisors and representatives in cooperation with HR.
 - Maintain team technical proficiency and productivity, and provide technical training where required.
 - Set SMART goals and targets for the planning teams and ensure its alignment and integrity with strategic directions of the departments
 - Identify required resources and skill sets/competencies required to successfully carry out unit plans
 - Balance and monitor the work load distribution to match with the business needs and team capabilities
 - Promote cross training and knowledge share between the team members and Prepare professional development action plan for team members

- Provide formal and informal performance feedback on an ongoing basis
- Customer management & Support
- Maintain and enhance the company's standards of customer service.
- Use all available measures to push continuous improvement to high customer satisfaction level.
- Map operation processes to customer satisfaction indicators
- Ensure operation is compliant with regulatory requirements, check periodically for updates

Core Competencies: *Work-related behaviors required to achieve the job*
Responds to the question 'How' to achieve the job. Should be used in performance assessment, development planning and recruitment.
E.g.: Communication skills, negotiation skills defined and detailed according to the specificities of the job.

Communication

- Conveys information clearly and effectively both written and verbal
- Listens actively and effectively
- Provides feedback to staff, managers and colleagues

Interpersonal skills and Teamwork

- Works well with others
- Motivates and reinforces teamwork
- Solicits the input and involvement of others
- Develops rapport and trust

Professional and Technical Excellence

- Has a sound knowledge of the client product
- Strives for continuous personal development and improvement
- Portrays a professional image to the client and to the team

Staff Management and Development

- Coaches and develops staff
- Monitors staff product and technical knowledge
- Provides quality, on going feedback and required training
- Gains trust and respect from staff

Working to Objectives, Planning and Organizing

- Focusing on key objectives
- Proactive self starter
- Sets and works to own standards and team standards
- Prioritizing own work load and managing staff effectively

Client Focus

- Maintains an in depth knowledge of the client's product
- Ensures the attainment of client Service Level Agreements