

# United States Jobs Expertini®

## Director of Site Operations

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Company: TransPerfect

Location: United States

Category: other-general

### **TransPerfect Is More Than Just a Job...**

Our greatest asset is our people, and nothing is more important to us than ensuring that everyone knows that. Each of our 100+ offices has its own individual identity, and each also has its own unique rewards.

#### **Summary:**

**Accountable for overall site operations, financials, and account performance.**

**Support multiple client accounts with wide range of scale and complexity. Lead operations teams to deliver on Key Performance Indicators (KPIs) expectations. Ability to have processes in place to deliver an exceptional customer experience. Full Profit & Loss (P&L) responsibility. Understand the areas that impact efficiencies to improve profitability**

#### **Responsibilities:**

Manage financial plan for site. Able to create Profit & Loss plan for each client account and overall site. Understand the drivers to improve financial performance and actions to improve retention, attendance, and utilization

Lead Operations Managers to deliver on all KPIs for each client account

Understand how to coach to behaviors and teach Operations Managers on how to create meaningful coaching plans that get results

Understand how to create a DMAIC plan and teach to all leadership to effectively get to root cause and create actions plans to improve performance

Ability to lead, motivate, and inspire employees to deliver exceptional customer experience

Direct all hiring for all support departments to ratio. Create a culture of teamwork across all departments to deliver on all performance and financial expectations

Partner with recruiting to attract talent to fill all positions at all levels of organization

Partner with HR and Talent Management to have succession plans in place for all levels of the organization

Responsible for communicating strategy to all levels of the organization

Understand Capacity Planning and Workforce models to optimize use of resources

Partner with sales team to enhance value for our clients and improve value proposition for division

Develop an ongoing robust rewards and recognition programs for each account and site overall that increases employee engagement, morale, performance, and retention

### **About You:**

As an AM you are a:

Creative thinker – You are curious and unafraid to ask questions

Hard worker – You are industrious and diligent in everything you do

Innovator – You are willing to initiate changes and introduce new ideas

Your experience includes:

Bachelor's Degree in Business or other related major or equivalent relevant work experience required

10+ years managing call center operations within the Business Processing Outsourcing (BPO) industry

Excellent interpersonal skills and able to collaborate with all levels of the organization

Able to take initiative and have a solutions/results mindset

Ability to be a change leader

Ability to work collaboratively across cultures and organizations; strategically focused on continuous improvement.

Ability to effectively work in a fast-paced environment.

Ability to identify tasks critical to keeping customer satisfaction levels in check

Ability to delegate and manage from a high level across multiple departments, clients, and operations teams

Ability to teach leadership development skills with a track record of producing strong leaders

Ability to deliver presentations in front of clients and key stakeholders

Ability to manage financial budgeting and forecasting. Understand all levers that can impact profitability

Excellent oral and written communication skills – ability to deliver constructive feedback and inspire employees to deliver positive results

Excellent time management skills

Solid understanding of Word, Excel, and MS Office suite

Assure compliance with all applicable federal and state statutes, including (but not limited to) HIPAA, FMLA, ADA, and OSHA.

### **About Us:**

TransPerfect Connect is the world's leading provider of remote interpreting solutions, including over-the-phone interpretation (OPI), video remote interpretation, multilingual email and chat support, business process outsourcing, and global call center services. TransPerfect Connect offers services in over 170 languages and employs industry-specialized interpreters screened for subject expertise. TPC is a division of TransPerfect, the world's largest privately held provider of language services and globalization management technology solutions.

TransPerfect provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by states, federal, or local law.

LOCATIONS: El Paso, TX - Greensboro, NC - Augusto, GA

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