

Assistant Operations Manager Jobs In Dubai | Intelligent Business Technologies LLC

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Company: Intelligent Business Technologies LLC

Location: Dubai

Category: other-general

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Job Description

Responsibilities:

Manage day to day contact center & BPO operations.

Hiring, training, coaching, and leading teams as they provide support for customers.

Plan staffing based on call volume trends. Makes corrections if needed.

Transition new projects.

Handle multiple projects in fast paced environment.

Build review decks & lead meetings with internal or external stakeholders.

Build strong relationship with internal & external stakeholders.

Ensuring that all client issues are resolved in a timely manner and that clients are satisfied with the service they receive.

Build strong team culture. Keep team members motivated.

Lead meetings with team members to discuss team performance and work plans for upcoming months.

Monitoring employee performance to ensure that they are meeting goals and upholding company standards.

Conduct performance reviews for the teams.

Taking on other tasks or projects to support employees, other managers, and BPO operations.

Skills

Requirements:

Bilingual (Arabic & English)

Graduate from any stream.

Strong spoken & written communication skills.

Decisiveness and attention to detail.

Proficiency with the necessary technology, including computers, software applications, phone systems, etc.

Minimum 2 – 3 years of working experience in similar roles.

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