

**Customer Service Program Lead Jobs in Dubai | Mastercard Careers**

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Company: Mastercard

Location: , Dubai, United Arab Emirates

Category: other-general

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### Job Responsibilities:

Represent the customer service business unit within the overall organizational structure, to define business unit requirements, timelines, strategies, market acceptance, training needs, while driving solutions within a matrixed environment.

Represent the voice of the customer within the team and convey story details to the Product/ Business owners; make autonomous decisions, quickly and thoughtfully, to move delivery forward in alignment with overall product vision and strategy.

Manage Organization Change Management and communication plans across internal business units while maintaining process integrity/governance within the organizational structure.

Define, develop, and deliver innovative and transformative business initiatives benefiting customers, products, and agents.

### Job Requirements:

5-10+ years of Program Management experience working in a fast-paced, dynamic setting, with customer service (Contact Center) experience (required)

3+ years in the Payments, Card, Banking, Technology space (preferred)

Agile, Sales Force- Cloud, Rally Software, AHA, & various contact center processes (COPC: handle times, abandon, skill-based routing, capacity, duration, etc)

Elaboration, Feature, Story concepts

#J-18808-Ljbffr

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