

Delivery Leader Operations US Healthcare

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Company: Concentrix

Location: dubai

Category: other-general

About the job The Role: We are looking for a leader to head Service & Operations Delivery business for an International Healthcare account. The incumbent will bring extraordinary focus and expertise in designing, implementing and scaling dynamic operations and organization focused on customer-centricity, team growth and well-being and operational rigor. We are looking for a dynamic people leader who understands the - bigger picture and can balance strategic vision and thought leadership with execution excellence. This is a key leadership role with P&L responsibility and will directly impact the growth trajectory of one of the most disruptive and fastest growing businesses of the company. Essential Job Elements: P&L: Manage P&L of the business operations, including the development and execution of the overall business strategy. Operations: Drive operational improvements for Backoffice operations, including optimizing resource allocation within and across teams, improving operational effectiveness, quality, and performance against SLAs, and measuring progress against business goals. Team management: Manage high performance teams Improve organizational efficiencies, and build scalable business processes and infrastructure. Help align delivery capability to pipeline demand. Design and run scaled operations with a data-oriented approach. Provide vision and leadership for business. Strategy: Lead cross-functional strategic planning activities to plan budgets, expansion plans and operational plans (service design, operations costs, hiring, etc.) Client Satisfaction: Ensure client satisfaction. Become 'Voice of the Customer' Establish strong relationships with clients. Business Growth: Lead & collaborate efforts with the solutions team for market opportunities. Support business growth by collaborating with Sales & marketing

across geographies. Compliance: Ensure compliance with all client regulatory requirements
Profile & Experience 12+ years of operations experience within a BPO/ Contact Centre with last few years managing and running the operation. Experience of working in the Healthcare domain with expertise in Claims/Complaints Appeals and Grievances. preferred. Expertise in Operations, KPI Delivery & Client Management Successful track record in growing and inspiring large teams approx. 250+ HC, with proven ability to select, attract, motivate, retain, and develop leaders and team members Successful track record of improving performance against quality, efficiency, and effectiveness metrics, and meeting/exceeding contractual service level performance requirements Experience of managing P&L, driving performance and growing businesses. Understanding of contracts and key BPO dynamics governing them Strong customer service orientation and client management skills Experience with a matrix driven global organization Proven track record of building strong relationships with stakeholders Excellent communication, negotiation, and conflict management skills Analytical acumen and the ability to streamline complex processes

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