

Operations Manager Jobs In Sharjah | MTH Properties

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Company: MTH Properties

Location: Sharjah

Category: other-general

Operations Manager Jobs In Sharjah | MTH Properties

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We are looking for an Operations Manager who is responsible for helping drive growth through the optimization of our growing number of customer service operations staff, limo partners, and drivers. This is a critical role as it directly correlates to continually improving the customer experience through greater availability of vehicles while minimizing costs. This data-driven role calls for a rare combination of analytical thinking & interpersonal ability to manage people.

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Responsibilities

Timely and accurate handling of transport bookings, scheduling, and coordination with suppliers

Motivational leadership of operations team in a remote environment.

Continuous improvement of processes and workflow analysis

Ongoing training, career path development, and soft skills/employee development of agent teams

Management of regional remote call center – reporting, training, and coordination

Accurate financial reporting and tracking of operational performance; developing action plans for improvement.

Drive to meet performance metrics – increase conversion rates, average handle times, low abandonment rate, excellent customer service.

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Requirements

Proven successful track record managing operational or call center teams.

Experience in process development and improvement

3-5 years experience in leading diverse teams

Proven ability to build a collaborative and customer-focused culture.

Excellent communication and interpersonal skills

Strong analytical skills including trending, forecasting, financial, and performance management.

Experience leading and managing cross-functional teams.

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