

Join CanadaDirect: Manager, Operations & Customer Experience

Location: Montreal, Quebec

Status: Permanent, Full Time

CanadaDirect is an integrated marketing solutions provider with over 25 years of experience transforming and supporting businesses and their brands through contact center solutions, digital marketing services and affinity partnerships. Fast paced and growing, CanadaDirect is looking for passionate driven individuals looking for interesting and challenging work opportunities to join our team.

What are we looking for?

CanadaDirect is seeking an experienced **Operations & Customer Experience Manager** who can use their leadership, skill set and knowledge to improve overall processes and systems relating to **Customer Billing, Fulfillment, Reporting** and **Customer Service**. The candidate must have pertinent experience in management of operations, personnel and extensive knowledge of customer service.

The **Manager, Operations & Customer Experience** will be responsible for,

Responsibilities:

- Management of direct reports to ensure operational performance metrics, service standards and resource objectives are met while sustaining productivity
- Determine customer experience and operational strategies by conducting needs assessments, capacity planning, cost benefit analyses and leading implementation
- Supervise and manage the operations services activities and personnel, namely: collections, billing and payment processing, customer service
- Support various business units with various projects and initiatives, including data and operational analytics
- Mentor, supervise, and guide the Operations & Customer Service Department employees
- Monitor and assess personnel performance, assess and implement development or training plans for the Operations Department employees

Our ideal candidate has...

- Minimum 3 (three) years of team management experience
- 5+ years of operations and/or call centre experience
- 2+ years Telecom experience or related field
- Thorough understanding of performance metrics and results interpretation
- Experience building and managing a team, including remote management experience
- Customer Service, pro-activeness and ownership attitude and sense of service to support customers and own their issues until resolution to their satisfaction
- Post-Secondary education in Business Administration, Management or related field
- Good command of the English language is essential.
- Good knowledge of the French language

CanadaDirect is a place where your efforts can have real impact. You're not just a number but a valued contributing member of the team. CanadaDirect offers attractive compensation including a competitive base salary, company bonus plan and a complete insurance plan.

At CanadaDirect, we work together, we share common values, and encourage ownership, professional development and accountability for our employee's career growth and achievement.

We seek those who are passionate and strive for excellence in all that they do regardless of a project's scale or scope. Our motto is to never back down from a challenge but to use it as a means to grow, innovate and improve in unison.

You can send your resume to the following address: recruitment@canadadirect.ca

Only suitable candidates will be contacted for an interview.