

Job Title: **Operations Supervisor**

Reports to: ACM

Contract: Full Time 44-hour workweek

Location: Belize City

Responsible for:

- Managing Teleperformance's Global Essential Security Policies.
- Executing Teleperformance's operating standards.
- Assisting ESAT and KSAT plans to meet annual targets.
- Executing action plans to ensure that optimal performance is delivered.
- Following Teleperformance's efficiencies according to budget.

#### Key Responsibilities

Job Overview:

The Operations Supervisor is responsible for work environment, development, and achievement of KPIs (internal & external) for a group of agents.

- Transmits Teleperformance's values through leading by example.
- Manages a healthy team performance scorecard.
- Follows financial assumptions while executing day to day operations.
- Develops direct reports and potential Operational leaders.
- Manages GESP.
- Executes TOPS and regional Operational basics.
- Reports weekly performance to ACM.
- Assists ACM to support ESAT.
- Executes employee retention plans.
- Supervises and report fraudulent activities such as but not limited: illegal transactions, inappropriate changes, released calls and login-logout.
- Executes team's payroll process and supervise payroll accuracy.
- Attends to our Supervisor Career Path trainings in the expected time frame.
- Manages scheduling restrictions process.

Decisions Expected:

- Request and authorize payroll exceptions.
- Strategic seating.

Recommendations Expected:

- Propose schedule changes.

## Job Requirements

- A High School diploma in business studies or a related field is required.
- Minimum six (6) months successful work experience in a similar position preferably within a call center is required.
- Fluency in speaking/reading/writing Spanish and English is required.
- Must demonstrate proficiency with the MS Office Suite, especially with Excel.
- Familiarity with Client Relationship Management Systems (CRMs) and Client Quality Guidelines are required.
- Effective communication and customer service skills is required.
- Must be a proactive team player.
- Must be flexible and be a quick learner with the ability to identify improvements.
- Capable of making decisions and problem-solving.
- Demonstrated ability to efficiently plan and organize daily tasks.