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# Example of BPO Manager Job Description

Our company is growing rapidly and is looking to fill the role of BPO manager. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for BPO manager

* Identifies and oversees testing and training requirements, approves test scenarios and supports business teams for training initiatives
* Assesses business operational project risk and takes appropriate mitigation actions
* Establish core system (GCSS) improvement roadmap
* Regular performance reviews of the process steps and establish improvement plans
* Identify, maintain library and simplify exceptions across countries, processes, and customer segments
* Key contact for Tax outsource providers for queries, escalation and
* Will be the Global Business Process Owner for P2P Process
* Responds directly to requests, as applicable
* Ensures large volumes of assigned work are completed accurately, and timely, in accordance with Service Level Agreements (SLAs), and in adherence to Standard Operating Procedures and the Statement of Work (SOW)
* Works with other managers and supervisors, including those in remote locations, to create a cohesive and collaborative environment that values team success across delivery, quality assurance, training, communication, and reporting

## Qualifications for BPO manager

* Knowledge of financial services products and practices, understanding of e-Commerce/Internet technologies, full life cycle management
* Excellent matrix management skills, negotiation and decision-making skills
* 3 years minimum experience with enterprise Outsourcing agreements in financial services industry
* Minimum of 5 years progressive sourcing experience with an emphasis on Outsourcing agreements in financial services industry
* Proven business leader with 3+ years of experience in customer support strategy or quality assurance and previous BPO provider experience preferred
* Demonstrated success in using data to make customer-obsessed decisions and drive behavior change in support organizations