

Example of BPO Manager Job Description

Powered by www.VelvetJobs.com

Our company is growing rapidly and is searching for experienced candidates for the position of BPO manager. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for BPO manager

- Works with the Performance/Tools/Governance team to understand the governance around working with BPO supplier to manage contract, performance
- Interprets the governance framework and standards into day-to-day escalation management and issue resolution processes and recommends any changes to the governance framework as appropriate
- Uses subject matter expertise to resolve all issues
- Identifies appropriate chain of command at supplier to resolve site escalations and partners with BPO supplier as needed to resolve issues
- Works with supplier to manage site escalations and executive escalations
- Under the direction of the Global BPO Supplier Manager, defines and implements process to communicate escalations to MBS leadership as appropriate
- Maintain a keen understanding of marketplace intelligence (trends, competition) in order to provide market leading perspectives, emerging trends, tools and techniques that can be effectively utilized to develop and promote business
- Drives governance ensuring a fit for purpose design within the global operating model Participates in establishing strategic future state vision
- Identifies current state of end-to-end process, gather and assess business requirements for harmonizing process Lead business fit analysis, identify gaps, scope of change and review alternatives
- Approves system solutions from a business requirements standpoint Consults

requirements end user expectations with respect to process and system functionality

Qualifications for BPO manager

- Provides status reports on Project assignments
- Bachelor or master degree in Accountancy/Finance
- Develop and improve frameworks, methodologies, solutions and offerings
- Plan, organize, lead and execute tasks and projects to ensure the quality of client deliverables
- Ability to communicate verbally and in writing concepts to all audiences
- Relevant Experience in an ITES/IT organization with comprehensive experience in US Healthcare Payer Services