



Example of Centre Manager Job Description

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Our company is searching for experienced candidates for the position of centre manager. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for centre manager

- Experience of working in a reactive, fast paced environment
- Apply your expertise to deliver a superior client experience and meet Client Service Commitments
- Champion Observational Coaching Routines for the Centre and provide effective feedback to Centre management teams and employees to reinforce importance of "client top of mind" at all times
- Leads efforts to prioritize, assess and address client escalations and take action to continuously improve the end to end client experience
- Encourages employees to uncover innovative ideas to improve efficiency and effectiveness
- Champion revenue growth by reducing revenue leakage and focusing on opportunity spotting
- Build internal and external networks to capitalize on business opportunities and sales/service efficiency and effectiveness
- Be responsible for operational risk for the Centre and coach management team to take appropriate action to close gaps identified
- Provide oversight of Delegated Lending Authorities within the Centre, maintain own DLA primarily for Escalations
- Ensure Centre employees adhere to Global Information Risk Management framework and Global Compliance mandated policies and procedures

Qualifications for centre manager

- Address and resolve risk related issues, ensuring swift resolution within acceptable time frames
- Apply your change leadership, communication and decision-making skills to supporting employees through change
- Champion Performance Enablement program in the Centre and provides clarity on Centre goals and objectives
- Conduct employee development reviews, career coaching and recognition of strong performance
- Provide effective coaching and feedback relative to performance against mandate responsibilities and STI goal results
- To hold 121's and performance reviews