

POSITION PROFILE

TITLE: Sr. Manager – Business Assistance Center

LOCATION: Houston, TX

DIRECT REPORTS: 5

FLSA STATUS: Exempt

REPORTS TO: Director Aftersales & Service

FUNCTION: In this role, the Sr. Manager will provide leadership for the creation of a Business Assistance Center whose focus is the support of our Mahindra Dealerships and the support of our retail customers. This key position is responsible for leading the following functions (1) sales support; (2) dealership technical support; (3) retail consumer support

GOAL:

- Provides collaborative leadership of a diverse organization including all aspects of people management - hiring, training, resource allocation, job design, people development and performance management that creates a high-performance operating environment
- Lead and manage the implementation of Salesforce CRM and case management
- Lead and manage the implementation of new call center telephony system
- Lead the development and implementation of BAC processes, including but not limited to process instructions, training materials, quality of supplies
- Manage and oversee training, scheduling of staff and re-training in any deficient areas the BAC staff.
- Lead the development and implementation of productivity improvements and customer service enhancements through workflow and technology-based processes.
- Responsible for continual improvement activities to enhance the quality system, such as 5S, Kaizen lean, six-sigma.

REQUIREMENTS:

- Minimum of 5 years management experience
- Minimum of 5 years' experience in managing a consumer, dealer or distributor support center (sales, service, parts or customer care).
- Minimum of 5 years hands on experience with CRM systems (Oracle, SAP, Salesforce)
- Minimum of 5 years hands on experience with call center telephony software (Cisco, Avaya, 8x8, All Data)
- Excellent verbal and written communication skills; native speaker level fluency in the English language is required
- Demonstrated skills in product problem resolution
- Expert level skills in MS Office Programs; especially Excel
- Ability to manage and frequently reprioritize multiple demands in a fast-paced work environment
- Effectively work in a team environment

- While performing the duties of this job, the employee is frequently required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk and hear. The employee is regularly required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. The employee must be able to travel without assistance and lift up to 50 lbs without assistance. The employee must be able and licensed to operate passenger car class vehicles on public roadways in the United States and as a visitor to Canada.

Experience in the following elements desired:

- Bachelor's Degree is preferred
- Knowledge of SAP system
- Knowledge of Sales Force
- Knowledge of 8x8 Call Center Telephony Software