

BPO

Job Fair

AMERICAN SAMOA

New Office Location

Initial Interviews

Thursday - **May 28, 2015**

Tradewinds Hotel
Naumati Conference Room
9:00am – 1:00pm

Position: Team Lead

Bring your CV or Resume!

Business **P**rocess **O**utsourcing (BPO)

What is BPO? Moving certain business functions to another location to increase efficiency, quality and flexibility, in support of business continuity and growth.

RESPONSIBILITIES

- Manage day to day operations, quality control and customer interface
- Lead 15-20+ analysts
- Ensure overall quality control of all processes
- Train new employees on all project processes
- Train team on additions and/or changes in process with clients
- Measure productivity of all team members
- Domain knowledge and expertise
- Assistance to project leadership and other duties as assigned
- Interface with internal/external auditors and consultants
- Interface with Senior Management
- Monitor team members' performance to meet quality and quantity standards
- Monitor and ensure data is processed timely by team members
- Adhere to Customer policies and procedures
- Monitor and maintain record data processed counts for team on daily basis
- Communicate critical issues and proposed solutions to management
- Assist with process improvements and technology implementation
- Daily distribution of project requirements to team members
- Report problems in software and/or hardware
- Project tracking and reporting, as required
- Manage employee schedules/time off, disciplinary actions, performance reviews

Mandatory Requirements for Team Lead (Supervisor)

- Proof of US Citizenship or National
- High School Diploma, an AA College degree (or currently enrolled as a student at ASCC leading to a degree) strongly preferred
- Excellent communications and interpersonal skills
- High proficiency in using Microsoft Office (Word/Excel)
- Experience in creating an effective team environment
- Strong Customer service focus, solid organizational and time management skills
- Detail oriented, analytical, problem solving skills
- Motivated, high energy team player, able to motivate team
- Ability to work under strict timelines
- Project Management experience preferred