



# Indigenous.Link

Canada's fastest growing Indigenous career portal, Careers.Indigenous.Link is pleased to introduce a new approach to job searching for Indigenous Job Seekers of Canada. Careers.Indigenous.Link brings simplicity, value, and functionality to the world of Canadian online job boards.

Through our partnership with Indigenous.Link's Diversity Recruitment Program, we post jobs for Canada's largest corporations and government departments. With our vertical job search engine technology, Indigenous Job Seekers can search thousands of Indigenous-specific jobs in just about every industry, city, province and postal code.

Careers.Indigenous.Link offers the hottest job listings from some of the nation's top employers, and we will continue to add services and enhance functionality ensuring a more effective job search. For example, during a search, job seekers have the ability to roll over any job listing and read a brief description of the position to determine if the job is exactly what they're searching for. This practical feature allows job seekers to only research jobs relevant to their search. By including elements like this, Careers.Indigenous.Link can help reduce the time it takes to find and apply for the best, available jobs.

The team behind Indigenous.Link is dedicated to connecting Indigenous Peoples of Canada with great jobs along with the most time and cost-effective, career-advancing resources. It is our mission to develop and maintain a website where people can go to work!

Contact us to find out more about how to become a Site Sponsor.

Corporate Headquarters:  
Toll Free Phone: (866) 225-9067  
Toll Free Fax: (877) 825-7564  
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Keewatin, ON P0X 1C0

# Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/05/04

## Sr. Mgr Business Delivery

<b>Job ID</b>	<b>1D-03-1B-79-EF-3B</b>	
<b>Web Address</b>	<a href="https://careers.indigenous.link/viewjob?jobname=1D-03-1B-79-EF-3B">https://careers.indigenous.link/viewjob?jobname=1D-03-1B-79-EF-3B</a>	
<b>Company</b>	Rogers Communication	
<b>Location</b>	Toronto, Ontario	
<b>Date Posted</b>	From: 2018-12-20	To: 2019-06-18
<b>Job</b>	Type: Full-time	Category: Telecommunications
<b>Languages</b>	English	

### Description

At Rogers, we connect Canadians to a world of possibilities and the memorable moments that matter most in their lives. Every day we wake up with one purpose in mind. To bring loved ones together from across the globe. To connect people to each other and the world around them. To help an entrepreneur realize her dream. A sports fan celebrate a special moment.

Because we believe connections unite us, possibilities fuels us, and moments define us.

#### KEY RESPONSIBILITIES INCLUDE:

Lead, manage and mentor the growth and development of a team of highly proficient business delivery/technology managers who liaise across functions.

Manage multiple priorities and responsibilities, effectively organizing work to ensure all deliverables are met.

Maximize resources available to develop the leadership behaviours and skills required to meet new product/program performance objectives.

Interface with business partners in Digital, Product Marketing, CBM and Customer Experience to ensure that Credit Operations can best mobilize to meet organizational objectives; includes identifying and raising risks and proposing alternative go to market or implementation plans.

Partner with the operational teams to translate new programs, products and services into value based conversations ensuring the credit leadership team is highly skilled prior to launch dates.

Collaborate with credit operations leadership and support teams to drive expansion plans within Credit Operations.

Collaborate with Learning and Enablement and GTM teams on new product, program and process launches to drive effective communications and operational readiness training programs.

Evaluate new initiative plans brought forward for call volume and AHT requirements and work closely with Capacity Planning to deliver business objective while balancing and operational impacts.

Connecting solutions to ensure we are effective and efficient in delivery, leveraging synergies and avoiding redundancy / conflicts.

#### QUALIFICATIONS

The incumbent must possess:

5 yearsâ€™ coaching/leadership experience of a team of direct reports, preferably in a contact centre and/or project team role, including credit/sales/service related roles.

Driven to Deliver: Highly focused on outcomes and passionate about improving performance of the individual and the team.

Customer Service Expert: strong commitment and deep understanding of skills and behaviours required to ensure a strong customer experience with a minimum of 1 year customer service experience.

Demonstrated ability to develop and maintain a structured project plan and system to manage effectively multiple specialty programs/products and services in multiple Care sites.

A deep understanding of the Rogers organization to effectively engage and collaborate to achieve project results that require input or sign off from across all functions of Rogers.

Change & Program Management Leadership: understanding of the dynamics of change & program management and how to foster buy in across a team.

Team Leadership: strong understanding of team building and ability to foster credibility as a leader by acting as a role model and inspiring others to high levels of performance.

Teamwork: ability to influence peers and able to build strong relationships outside of immediate reporting structure, superiors, and stakeholders across all business units in Rogers.

Analytical Skills: able to analyze and interpret data from a variety of sources in order to drive performance at both a team and individual employee level.

Communication: strong written and verbal skills with an ability to adapt to audience.

Flexibility in hours of work to ensure requirements of team and business are met.

Thorough understanding of Consumer & EBU systems, processes and procedures preferred.

College diploma or University degree an asset.

### How to Apply

<https://roge.rs/2rIVCtE>