



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:
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Job Board Posting



Careers.Indigenous.Link

Date Printed: 2024/05/06

Sr. Director Loyalty Operations

Job ID	287499-en_US-3093		
Web Address	https://careers.indigenous.link/viewjob?jobname=287499-en_US-3093		
Company	Rogers		
Location	Toronto, ON		
Date Posted	From: 2023-03-30	To: 2050-01-01	
Job	Type: Full-time	Category: Telecommunications	

Description

At Rogers, we put our customers first in everything we do. We're committed to creating best-in-class customer experiences for millions of Canadians from coast-to-coast-to-coast. Our Customer Experience team is energetic, empathetic, and dedicated to making a difference; they're passionate about people and ready to do whatever it takes to keep us connected to a world of possibilities and the memorable moments that matter most. If you're someone who's excited by a challenge, takes initiative, and moved to make a difference, you'll find success here. We're growing our customer experience teams and are looking for team members who are committed to make more possible for our customers and Canadians every day. Think you're up for the challenge and the fun? If so, consider the following opportunity:

Reporting directly to the Vice President, Solution Centres & Sales Revenue, the Senior Director, Loyalty Operations will be responsible for establishing and driving the strategic direction for the Loyalty team nationally, driving improved customer interactions and reducing churn. The Senior Director will provide guidance over day-to-day operations of 1000+ Customer Care Solutions Specialists along the whole lifecycle to deliver on business results and KPIs around revenues, employee and shareholder targets.

The selected candidate will develop and sustain a skilled leadership team to deliver an engaged and proficient frontline workforce while contributing to the continuous development and execution of a strategy to deliver excellence in customer satisfaction.

Responsibilities

- Drive team success as measured by quality/customer satisfaction, employee satisfaction, revenue generation and cost management.
- Consult with Marketing to ensure commercial offers meet Customer needs to improve Churn.
- Bring the Loyalty Voice of the Customer to Marketing/Customer Experience teams
- Guide and coach leadership teams comprised of Directors and Senior Managers to understand and deliver on customer experience goals on every call
- Proactively lead site initiatives designed to promote high performance, engagement and overall health and wellbeing of the team
- Drive consistent proficiency in value-based conversations to drive customer engagement and loyalty and extending customer tenure and product usage
- Meet OPEX targets
- Collaborate with Care supporting teams to deliver capacity requirements; productivity, people and seating
- Deliver on customer experience objectives, resolving customer issues effectively
- Deliver on revenue commitments by driving incremental product penetration and by

retaining loyal customers

Develop and retain leadership teams that execute flawlessly

Evolve the coaching culture to one of operational and behavioural performance coaching to deliver on key business, customer, and employee engagement metrics

Partner with TTM, OD COE, Planning, and HR to influence Care strategies

Minimum 5 years of senior call center leadership/management experience with a background in operations

Experience leading large scale change management within department and across larger organization that repositioned brand and changed business deliverables

Proven ability to use sound judgment and professional presence to influence senior leaders and partners in decision making

Experience in developing and executing business strategies that improve customer satisfaction, employee satisfaction, sales, retention/loyalty and costs

Proven ability to manage and motivate teams, including coaching, performance and career development

Excellent hands-on leader with the ability to connect emotionally with employees and customers, and to thrive and excel in a fast-paced environment

Ability to effectively communicate at all levels of the organization within a highly matrixed environment, fluency in English and French would be beneficial

Ability to travel nationally once per quarter

Schedule: Full time

Shift: Day

Length of Contract: Not Applicable (Regular Position)

Work Location: 1 Mount Pleasant (083), Toronto, ON

Travel Requirements: Up to 10%

Posting Category/Function: Call Centre Operations & Customer Service / Sales

Requisition ID: 287499

What makes us different makes us stronger. Rogers has a strong commitment to diversity and inclusion. Everyone who applies for a job will be considered. We recognize the business value in creating a workplace where each team member has the tools to reach their full potential. At Rogers, we value the insights and innovation that diverse teams bring to work. We work with our candidates with disabilities throughout the recruitment process to ensure that they have what they need to be at their best. Please reach out to our recruiters and hiring managers to begin a conversation about how we can ensure that you deliver your best work. You matter to us! For any questions, please visit the https://performancemanager4.successfactors.com//RCI/Rogers_Recruitment_FAQ.pdf

Posting Notes: Corporate

For more information, visit Rogers for Sr. Director Loyalty Operations