

## Center Head

DesiCrew is a well funded, high growth, socially motivated BPO Company that trains young graduates in small towns and rural areas on BPO related skills. DesiCrew employs these young graduates in DesiCrew Delivery Centres across Coimbatore, Nagapattinam & Erode districts in Tamil Nadu and Udupi in Karnataka.

**Job Title:** Center Head

**Reporting To:** President & COO/ Business Head

**Direct Reports:** None

**Key Peer group:** Other Center Heads, Sr. Delivery Manager and Delivery Managers, Manager Corporate Services

**Location:** Palladam, Coimbatore | Appakoodal, Erode | Kollumagudi, Thiruvarur

### **Purpose of the role:**

As the Center Head, the person will have dual responsibility - one as the head of delivery of processes undertaken at the center and the other as overall in-charge of general administration of the center. Both are equally valuable to the organization as we give adequate importance to both asset creation (people, training, environment etc) and outcome (output, quality, productivity etc).

The Center Head will be physically located at the DesiCrew Delivery Center and will be responsible for the entire centre's functioning. As the single point of contact for all crewmates at the center, s/he will liaison between the Chennai team and crewmates in respective center. The Center Head role requires the individual to be able to multi task and carry out several roles at once.

### **Key Accountabilities:**

#### **Client Process Management**

- Understand the client expectations, and ensure the same is shared with the team
- Build a workable process to execute the requirements
- Train the team on the required process
- Documentation of the work flow, daily targets, attendance sheets and share the same with the clients and the team.
- Documentation of errors and suggest methods to reduce error rates
- Audit the work at the end of the day, layout the next day's work.
- Production reports at the end of the day and week

#### **Human Resources & Accounts**

- Maintenance of attendance, ensuring punctuality, discipline etc
- Induction & orientation of new recruits
- Maintaining relationship with local bodies like Panchayat, Colleges, ESI& PF officers etc
- Maintain high Employee Satisfaction & Motivation levels at the centers

#### **Infrastructure**

- Is responsible for maintaining all physical assets at the premise
- Maintain the AMC schedules for all the assets at the center
- Ensuring safety of employees and working conditions are safe

## Candidate profile

	Required	Desirable
Knowledge & Skill	<ul style="list-style-type: none"> <li>• Proven skills in high-level write-ups and Proposal</li> <li>• Fluency in spoken and written English and the local language</li> <li>• Extensive knowledge of MS Office applications</li> <li>• Excellent communication, interpersonal and negotiation skills</li> <li>• Networking, relationship building and Client Management</li> </ul>	<ul style="list-style-type: none"> <li>• Good understanding of customers</li> </ul>
Education & Qualifications	<ul style="list-style-type: none"> <li>• Any Graduation</li> </ul>	<ul style="list-style-type: none"> <li>• MBA</li> </ul>
Personality Characteristics	<ul style="list-style-type: none"> <li>• Highly-organised, resourceful team player</li> <li>• Creative, hard-working with the ability to take the initiative to deliver results.</li> <li>• Ability to assess situations quickly and act accordingly - 'think on your feet'</li> </ul>	
Experience	<ul style="list-style-type: none"> <li>• Experience of 5+ yrs of administrative experience.</li> </ul>	<ul style="list-style-type: none"> <li>• Ex-Armed Forces personnel</li> </ul>
Others		

For more details regarding the company see [www.desicrew.in](http://www.desicrew.in) . Interested candidates please apply through [hr@desicrew.in](mailto:hr@desicrew.in)

**NOTE:** This job description is not intended to be exhaustive. It is expected that the appointed person adopt a flexible attitude and accept that the duties may have to be varied according to circumstances, in particular changing corporate requirements and individual development needs.