

## **DesiCrew Service Delivery Head Job Description**

### **Background:**

DesiCrew ([www.desicrew.in](http://www.desicrew.in)), the pioneering rural BPO model of the country, is looking for an experienced professional for leading its new delivery center in Karnataka. It is an opportunity to work with a game changing model for scaling up rural BPOs.

**Role:** Delivery Head, Karnataka

**Location:** To be based in the rural BPO center at Uliyagoli, Kaup near Udipi, with travel to districts, if required.

### **Expectations:**

- To be a key member of the management team working along with the senior leadership of the organization.
- To head delivery for the identified processes of the Customer and work on a transition plan, transaction definition, SLA and metrics.
- To be able to conceptualise, design and implement process improvements
- To scale up to 100 FTEs

### **Highlights of the Engagement:**

- To be a part of a pioneering Rural BPO model
- Working with the best practices from the leading IT company of the Country
- Reporting directly to President & COO of DesiCrew

### **Pre requisites:**

5-10 years of work experience  
Strong process orientation  
Experience in an IT/BPO environment  
Adaptable to work culture of a Start-Up organization  
Experience in flowcharts, visio software etc.

**Preferable:**

Rural BPO Experience  
Fluency in Kannada

**Remuneration:** Negotiable

**Contact:** [hr@desicrew.in](mailto:hr@desicrew.in)

**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 near the Center and will be responsible for the entire centre's functioning. As the single point of contact for all crewmates at the center, 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.

**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 including computers
- Maintain the AMC schedules for all the assets at the center
- Ensuring safety of employees and working conditions are safe

This list is only indicative and the Center Head will be responsible for managing and ensuring the smooth functioning of the center.