

Process Improvement Manager

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Company: PremierBPO

Location: Lahore

Category: sales-and-related

We are seeking an experienced Process Improvement Manager, responsible for the analysis, design, implementation, and optimization of business processes within our organization. Responsibilities: Identify and analyze process improvement opportunities. Develop and implement new processes. Manage the performance of existing processes. Work closely with other members of the BPO team to ensure that processes are efficient, effective, and compliant with all applicable regulations. Conduct process audits and reviews. Develop and maintain process documentation. Train employees on new processes. Stay up to date on the latest process improvement techniques. Maintain dashboard covering status of all process improvements across organization. Requirement: Bachelor's degree in business, engineering, or a related field. 3+ years of experience in process engineering in BPO or other similar fields. Strong analytical and problem-solving skills. Excellent communication and interpersonal skills. Ability to work independently and as part of a team. Proficiency in Microsoft Office Suite (Excel, Word, PowerPoint). Experience with process improvement methodologies. Skills & Abilities: Leadership Skills. Excellent employee. Strong initiative and self-awareness – a flexible team player. Creative thinker. Strong employee/customer relations experience. Demonstrated strength in employee communication. Program planning and facilitation experience. Experience driving engagement, and building and implementing related programs. What we offer: Market competitive salary. Learning & Development. Provident Fund. EOB. Medical Coverage (IPD). Life Insurance. Location: Gulberg II, Lahore. Shift: 9:00am to 6:00pm ET (US Timings) #J-18808-Ljbffr

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