



WE ARE LOOKING FOR A **JUNIOR OPERATIONS MANAGER**



KEY ROLE

The Junior Operations Manager manages and leads a team of Virtual assistants ensuring their development in relation to the needs and expectations of the client they are assigned to. The Junior Operations Manager functions as an apprentice to the Operations Manager. S/he serves as a primary level of contact to both VA and Clients who will serve as the face of Rocket Station in making sure that we maximize productivity and ultimately create a profitable business partnership. S/he assists in training, mentoring, coaching, and motivating the VAs to ensure that they are able to perform based on the agreed KPI metrics.



RESPONSIBILITIES

- Understand both the contractual and client expectations for all assigned client programs in order to assist in monitoring Client/VA Pair activity ultimately attending to any areas requiring development.
- Manage the day-to-day planning, operation and problem-solving of the client- Virtual Assistant pairs to meet or exceed required targets.
- Demonstrate the use of a behavioral coaching model and deliver feedback to create a Virtual Assistant/Trainee Improvement Plan.
- Understand the client business model in order to suggest additional VA services to increase efficiency and productivity for clients (a.k.a. Upselling available talent).
- Be held accountable for improving, controlling and achieving the program/client metrics through quality monitoring of trainee/VA communications which includes calls, chats, emails, and incident records for their team through regular monthly sessions as needed.
- Facilitate call calibration sessions within the team to help the Virtual Assistants improve performance.
- Facilitate performance appraisal for the team to provide quarterly and annual feedback to the VA.
- Ensure that team performance meets and exceeds client requirements by providing skill and refresher trainings, SME Sessions and development for assigned trainees and VAs
- Identify business value when developing ideas while focusing on business continuity and business capability requirements through partnering with clients.
- Address client-VA pair escalations to ensure continuous business partnership with Rocket Station clients.
- Engage the Senior Operations Manager together with the Head of Operations for week over week GAR status update and daily sync on current day's service and staffing.
- Ensure that all reports and documents are updated to be able to improve and control performance of the VAs.
- Coordinate with various departments including the development team, HR and Accounting to ensure efficiency and accuracy.
- Alert Head of Operations of any issues, trends or items that need attention at the earliest opportunity to mitigate the client alerting the company or possessing any negative issues.
- Facilitate communication and interaction between various functional departments.
- Review data and proactively look for trends that could lead to process improvements, behavioral trends, operational efficiencies, and improvements in trainee/VA experience.
- Assist management in making decisions about complex issues or patterns of issues.
- Ensure that data is accurate, timely, complete, accessible, and retrievable.
- Provide timely and accurate responses to emails.
- Assist management with on-the-job training of new team members, as requested.
- Maintain confidentiality of sensitive trainee/VA, client, and company data without exception.
- Develop and maintain an understanding of Rocket Station systems, key performance indicators (KPIs) and other systems used to generate and track data, including the equations used to derive specific calculations.
- Be the second level of customer escalation and ensure that best practices are followed. Performs additional tasks according to business needs.



QUALIFICATIONS

- Must have 2 years experience as a supervisor in a BPO handling US-based voice accounts.
- Successful mentoring or training experience in a sales or customer service environment. (BPO/Home-based) is an advantage.
- Excellent verbal and written English communication skills.
- Must be efficient with MS Office applications and Google Suite.
- Having sales and US Real Estate background is a plus.
- Strong initiative; ability to work in a fast-paced environment.
- Ability to be highly organized with an emphasis on accuracy and timeliness.
- Ability to organize information and have attention to detail and accurately follow procedures.
- Ability to work with others in a team environment, occasionally under time pressure and on several tasks at the same time.
- Ability to effectively communicate orally and in writing with co-workers, management team, other departments, vendors, and outside agencies, including being sensitive to professional ethics.
- Ability to work in shifting schedules.
- Record of professional behavior and ability to handle confidential information.
- Highly dependable/Good attendance record.
- Demonstrated flexibility and adaptability to change.



SYSTEM REQUIREMENTS

- Computer Processor: at least i3 (for both primary and back-up computers)
- Computer Memory/RAM: at least 8.00 GB (for both primary and back-up computers)
- Computer Operating System: at least Windows 7 64-bit

Internet Speed

- Primary Connection: running on a 10 Mbps wired plan (above 10Mbps preferred)
- Back-up Connection: running at least 10 Mbps

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