

MANAGER, VENDOR RELATIONS AND QUALITY ASSURANCE

Customer Experience Division

Full-time Position

Knowledge First Financial is one of Canada's leading Registered Education Savings Plans (RESP) providers. Knowledge First Financial's mission is to encourage and assist Canadians to obtain a post-secondary education by providing peace-of-mind savings solutions. We are determined to be FIRST...

F = First come our customers
I = Integrity is never compromised
R = Results determine success
S = Sales drive our business
T = Teamwork toward a common goal

This is your chance to be part of an exceptional group of people, to make positive contributions that help Canadian families, working in an environment that is focused on satisfying employees and customers alike. If you demonstrate our values listed above and you thrive on change and positive growth apply for a position with us today. Our company is growing and it is an exciting time. We'd love to have you join our team and help make Knowledge First Financial the recognized leader in providing education savings solutions for Canadians.

Reporting to the Director, Service Delivery, the Manager, Vendor Relations and Quality Assurance oversees the call centre and back office administration functions of the organization through an outsourced service partner, ensuring that best practices in customer service, operations and quality assurance are performed in order to achieve the highest standards of customer and sales force satisfaction.

Position Responsibilities:

- Responsible for managing the contract with our outsourced service partner, ensuring all contractual obligations are met
- Vendor Relationship Management
- Responsible for vendor billing reconciliation and review billing accuracy
- Act as the prime interface between the outsourced service partner and Head Office with respect to operational communications and issues / Escalations
- Develop and enhance the ongoing communication processes between the vendor and main office
- Manage quality assurance, tracking performance of the vendor and all improvement initiatives by implementing or monitoring programs that track performance
- Manage and monitor call centre and back office administration performance
- Accountable for aspects of budget and financial management of the budget
- Responsible for project management within the customer experience division

Position Requirements:

- 5+ year experience overseeing call centre operations and administrative functions with the financial services industry
- Client or Vendor Relationship management in a Call Centre or Back Office Administration setting
- 2 years experience managing quality assurance programs, understanding of legal, compliance and customer service expectations
- Strong mathematical and analytical skills required for financial and statistical reporting
- 2-3 years project management experience
- Excellent communication skills; able to articulate clearly and effectively over the phone and in writing
- Superior customer service skills and a proven dedication to the customer's needs
- Excellent organizational, time management skills and the ability to multi-task in a fast paced environment
- Strong analytical skills
- Proficient with MS Office applications
- Proven Leadership
- Proven team player and a strong positive contributor
- Honest, ethical and trustworthy attitude
- Demonstrated focus on results and business/operational improvements
- Proven ability to set and achieve objectives
- Desire to work in a team environment, in multiple different capacities
- Some travel required