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| Mellon Solutions Dooel**Line** |
| Mellon Solutions Dooel, a subsidiary of Mellon Technologies and member of Mellon Group of Companies, was founded in 2003 in Skopje, Macedonia.Our offering consists of specialized technological solutions and services designed to meet the increasing needs of the financial institutions and organizations to achieve strong consumer business and improved customer satisfaction.Due to its accelerating growth, Mellon Solutions Dooel seeks to hire:  |
| **Call Center Operation Manager****[ref. no. 2020-010]** |
| **Key duties and responsibilities:*** Leading and motivating a call center team;
* Managing and streamlining processes and procedures;
* Responsibility for the contact center activities, drive key efficiencies and improvement to the current processes;
* Monitoring performance and promoting customer excellence;
* Coaching, motivating and retaining staff and coordinating bonus, reward and incentive schemes;
* Forecasting and analyzing data against budget figures on a weekly and/or monthly basis.

**Candidate profile:*** Minimum 6 years of experience in leading positions (preferably in managing a Call Center team);
* Strong Excel knowledge;
* Advanced English, both speaking and writing;
* Good task management and reporting skills;
* Proactive "can do" attitude;
* Strong communication and interpersonal skills;
* Enthusiasm and target oriented personality;
* Team oriented;
* Strong coaching, mentoring and developing skills.

**Our offer:*** A challenging and stable working environment;
* Excellent opportunities to prove and demonstrate initiative and ambition;
* A cooperative and friendly team;
* Training and development opportunities.

The selection will be made in accordance with the conditions and deadlines provided in the Labor Law.The Company reserves the right not to select a single candidate. |
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| Candidates wishing to apply should send their CV at jobs.mk@mellongroup.com no later than 1 week from the day of publishing. | Mellon Solutions Dooel19, Ruzveltova St.1000 Skopje  |
| **By submitting the CV to the abovementioned e-mail address, each of the candidates gives her/his consent for processing the personal data for the purpose of this advertisement and possible future employment within the company in accordance with the applicable local legislation.According to the Law on Personal Data Protection, after the expiration of the deadline for election of the candidate, all received biographies will be destroyed.** |