



Supervisor Operations

Name of Position	Supervisor Operations
Office Location	Karachi.
Qualification	Minimum Bachelor's degree
Experience	3 to 4 years of experience of working in BPO/contact center environment.
Apply at	careers@sybrid.com
Deadline	February 28, 2021.
Salary Package	
Note	Make sure to mention 'Job Title' in the subject line.
Job Description	<p><u>Responsibilities:</u></p> <ul style="list-style-type: none"> • To act as a client POC for the assigned campaign and responsible for the SLA which are agreed with our clients. • Manage attendance and punctuality of team • Resource Planning. • Provide support to agents for all work-related issues • Highlight and escalate issues to Operations Manager/relevant department depending on the nature of the problem • Conduct pre and post shifts meetings • Conduct retraining whenever required • Manage Daily Task List • Coordinate with clients on day to day issues. • Responsible to comply with the standards within the company for e.g.: ISMS etc.