

Business Operations - Leader Position Descriptions

Leader: Service Delivery Review Program

Position Description:

Responsible for leading the Service Delivery Review:

- CSC Intake & Workflow
- Staff Learning , Development and Training
- Co-ordinate development of CSC process maps
- Change management & communications

Leader: Analytics & Measurement

Position Description:

Responsible for leading Continuous Improvement:

- Channel and performance analytics and measurement
- Campaign metrics
- Service level agreements to meet business performance
- Client satisfaction measures
- Business Unit and Dept. service dashboards

Leader: Productivity & Projects

Position Description:

Responsible for leading Productivity & Projects:

- Lead a CSC talent pool for specific business needs and/or projects as assigned
- Resource and capacity planning for the business unit
- Project Management
- Lead the vendor management process for CSC
- Co-ordinate cost recovery and time tracking for CSC