

Director, Operational Excellence (Remote)

Location: [North America] [Canada]

Town/City: Canada Home Working

Category: Exceptions

Job Type: Open-ended, Full-time

Are you looking for more than a job? At World Vision Canada we offer challenging careers that change the lives of children all over the world and it will change yours too. Come and be part of a team of 400 Canadians with a vision for the world: Life in all its fullness for every child.

You will experience Christian faith in action helping to make real and lasting change in the lives of the world's most vulnerable children. Join the World Vision Canada team and be part of a powerful and effective force for good:

For Children. For Change. For Life.

Position: Director, Operational Excellence

Reports to: Chief Finance & Administration Officer

Position Term: Full Time Permanent

Deadline: October 4, 2021

Location: Remote for the near future (Within Canada)

Job Description

This role will be responsible for developing, executing, and managing a strategy that focuses on delivering efficient and excellent service to key segments of World Vision supporters, as well as internal stakeholders. The Director is a transformative and supporter-centric leader who will guide the team to navigate a landscape of constantly evolving operating models, increased uncertainty and ambiguity in markets and changing consumer behavior and preferences. The goal is to deliver streamlined services that contribute to increased acquisition, engagement, retention, and supporter satisfaction.

The incumbent will build strong relationships with business partners across the organization to:

- Ensure that the Contact Center, Shared Services, and strategic Sourcing functions provide excellent and efficient service in support of supporter acquisition, engagement, retention, and ongoing service to enhance the supporter experience.
- Motivate a team of over 80 to deliver a rich and meaningful supporter experience resulting in highly engaged and loyal supporters.
- Provide high quality efficient and effective services to internal and external supporters in the areas of Strategic Sourcing and Procurement, Facilities and Logistics management.
- The Director is a servant leader who understands the role of a people leader and the importance of making everyone around them successful. They play the role of coach and mentor to their team and hold everyone, including themselves accountable for their actions and outcomes.

Duties and responsibilities

- Provide transparency to all facets of the business and empower the organization with easily accessible and understandable information to enable data-driven decision making.
- Coach the team to enhance their ability to understand, assess, analyze, and streamline various business processes, with an aim to building stronger and more efficient processes, while leveraging digital capabilities to automate existing manual processes where possible.
- Motivate team to reach its full capabilities. Recognize and develop high-potential team members while upgrading talent where and when necessary.
- Serve as a supporter advocate. Participate in and approve actions to support and fulfill supporter needs.
- Build cross-functional relationships to ensure the team is a key partner in shaping a supporter-centric approach to creating value and enhancing the supporter's experience in their journey with World Vision.

Supporter Care:

- Leadership to ensure achievement of the Contact Centre's operating objectives and goals to deliver exceptional services to Supporters in alignment with, and to support realization of organizational strategic goals, while providing a positive experience for WVC Supporters.
- Demonstrate and apply knowledge and application of industry knowledge in contact centers including support processes, workforce planning, standards of practice, automation, and technology solutions.
- Lead the review of value creation and delivery in supporter care across all relevant channels [phone, emails, chats, and correspondence etc.] and optimize channels for efficiency in the delivery of service.
- Leads the contact centre staff to meet or exceed its revenue and service targets and continually seek process and cost efficiencies for the long-term.
- Develop and maintain plans, processes, and feedback to ensure that we are listening to our supporters and using the insights to constantly improve their experience with WV.
- Manage supporter experience escalations to ensure World Vision is a trusted brand.

Supporter Operations, Facilities and Logistics Management:

- Provide oversight to the banking and supporter operations teams to find ways of reducing and/or eliminating and automating manual processes while at the same time increasing efficiency of processing, reducing costs and improving supporter response times.
- Provide oversight to the logistics function and ensure that all goods whether domestic or international are shipped through the most efficient and economical means possible. As well provide oversight to the warehouse and fulfillment functions to ensure the warehouse acts as a flow through function and product does not become stagnant or obsolete.
- Develop long term capital expenditure plans and ensure annual spending is within budget.
- Provide oversight and direction to the management of physical plant and equipment; ensuring appropriate preventative maintenance is in place; office and common areas are in accordance with health and safety standards; and space contributes to innovation and collaboration.
- Responsible for all aspects of facilities planning and management for 1 World Drive, and to provide oversight for all leased properties throughout Canada.

Strategic Sourcing and Procurement:

- Provide leadership and oversight to the Strategic Sourcing and Procurement function to ensure that business needs are understood, and clarity provided about the value of utilizing the services of this unit for all purchasing and negotiating needs; and that all contracts are negotiated and processed through this function.
- Ensure that there is clarity provided to business units about the value that optimal service level targets are set which provide superior products and services at a reduced cost.
- Responsible for supply chain management ensuring the efficient and effective procurement of all goods and services.
- Strategize collaboration efforts with other organizations and within the World Vision International partnership to maximize procurement savings and quality.

Leadership:

- Embodies servant leadership with humility, authenticity, and care. Willingness to provide spiritual nurture and development to a team. Empowers others to succeed.
- Effectively coach, mentor, support and develop direct reports by providing constructive feedback, remove obstacles, provide guidance and encouragement.
- Facilitate regular discussions with team to seek innovative ways to improve processes and outcomes.
- Model open communication – regularly provide organizational/divisional updates to team and invite feedback and challenges.
- Ensures meaningful Development Plans are developed, recorded, and regularly discussed with direct reports.

Qualifications***Education and Experience:***

- A minimum of 7 years' experience in leading a world-class, customer-facing team; demonstrated people management capabilities including coaching and performance management to drive high levels of employee engagement.

- A Bachelor's Degree with a focus in Business or Social Sciences, with a preference for a Master's Business Administration Degree.
- Proven ability to execute in a customer-focused environment and advocate for customers across a cross-functional organization with significant experience in contact centres, customer service or telemarketing operations.
- Proven experience in driving process improvements and operations that maximize customer experience results.

Skills & Abilities:

- Strong communication skills and professionalism. in addition to well-developed presentation ability.
- Demonstrated critical thinking, analytical, organizational, influencing, customer service, financial, project management, communication, and analytical skills
- Proactive bridge-builder who seeks to listen to understand and build mutual trust across the organization.
- Passion for our mission: an unyielding commitment to our vision: "Life in all its fullness for every child."

We bring life-saving support in times of disaster. We help poor communities to take charge of their futures. We provide small loans and training that boost family livelihoods. We work with policy makers to change the way the world is run. Our Christian faith teaches us that every child, regardless of gender, faith or race, is a precious gift to the entire world - and that their wellbeing concerns us all. We shall never rest while children suffer in situations that can be changed.

Our Core Values: We are committed to the Poor. We are Christian. We are Stewards. We value People. We are Partners. We are Responsive.

Qualified candidates must be able to demonstrate a commitment to the core values and mission of the World Vision partnership.

World Vision Canada takes our Safeguarding responsibilities seriously and we provide an environment that is safe for our child and adult beneficiaries. We have strong recruitment procedures to make sure the safest and most suitable people work with the children in our programs. We provide our staff and volunteers with ongoing supervision, support and training in their work with child and adult beneficiaries.

World Vision Canada welcomes and encourages applications from people with disabilities. Accommodations are available on request for candidates taking part in all aspects of the selection process.

Thank you for your interest; however only those applicants selected for an interview will be contacted.

Please apply here: <https://can60.dayforcehcm.com/CandidatePortal/en-US/wvc/Posting/View/3585>