



Performance & Reporting Lead (Incorporating Customer)

We have a fantastic opportunity for an Omani national as Performance & Reporting Lead based on one of our most prestigious contracts. This role will be a client facing role working with the on-site Carillion Alawi management team, client team and supply chain partners. This is an active and visible role requiring excellent customer relationship skills.

Key Responsibilities:

- You will be responsible for the efficient running of the Client Reporting Process, Combined Customer Contact Centre for Front of House, Back Office and Customer Experience process.
- This role is important in ensuring that the end-to-end input and reporting processes are delivered as consistently as possible and to ensure the technical input elements of the Contact Centre align with the output accuracy requirements of reporting.
- A key part of the role includes effective communication with Operational and Supply Chain functions to ensure that customer matters are expedited in accordance with the SLA associated with those activities.
- Working as part of a local senior team within the contract, you will be positively contributing to the performance, growth and profitability of the business acting as a champion at all times.
- You will ensure that MI Data extracts, scorecard, Customer and ad-hoc reporting needs are delivered on time as per the requirements of the contract.
- You will ensure that measuring customer feedback and production of action plans for Operational teams to act upon are carried out.
- You will be accountable for the Time and Attendance system, you will ensure that the contract is adequately supported for efficient processes and reporting in these areas.

Experience Required:

- Experience of managing multiple spreadsheets and understanding contractual responsibilities
- Experience of Customer Facing Environment.
- Managing a team
- Intermediate to Advanced MS Excel skills (This is a must for any applicant)

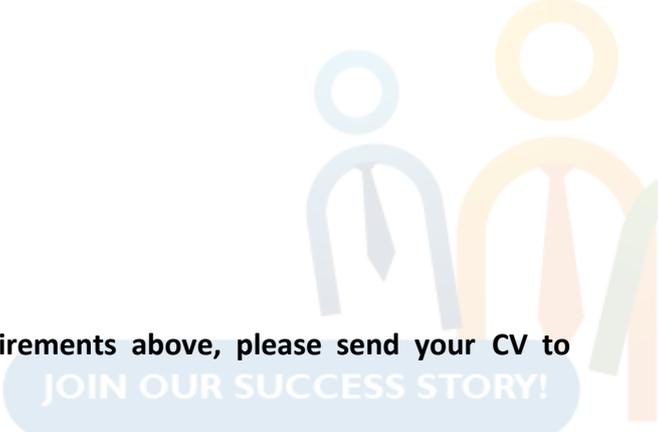
Desired/Required Qualifications

- BSc degree or equivalent.

Location of Work

- Muscat

If you are interested in this role and fulfil the requirements above, please send your CV to hr@carillionalawi.com



JOIN OUR SUCCESS STORY!