



Balmer Lawrie & Co. Ltd.

[A Government of India Enterprise]
NEEDS

Senior Manager (Contact Center Operation) on FIXED TERM CONTRACT BASIS at Gurgaon
in
SBU: TRAVEL & VACATIONS

THE COMPANY

Balmer Lawrie, a public sector company under the Ministry of Petroleum & Natural Gas, is a professionally managed, multi-location, diversified conglomerate having presence in manufacturing as well as service sectors, with a consistent track record of growth and profitability. High standards of customer service, innovative outlook and dedicated human resources have enabled the organization to achieve leadership position in many of its businesses.

PRODUCTS AND SERVICES

The Company operates in various business segments through Strategic Business Units [SBUs] and Joint Venture Companies [JVCs]. It is the market leader in Steel Barrel, Industrial Greases & Specialty Lubricants, Tours & Travel and Logistics Services. It also has significant presence in most of the other businesses it operates, namely, Leather Chemicals, Logistics Infrastructure, Refinery & Oil Field Services [ROFS] etc.

OPENING

The SBU Travel & Vacations is a major SBU of the Company & its team consists of handpicked professionals from the industry. The combined wealth of experience of the team tops more than 300 years in the Holiday Business. The Company has ambitious growth plans for the SBU. In pursuance of these objectives, the SBU seeks to bring on board professionals with dynamism, initiative and an innovative approach to business. The current opening is on 3 years fixed term contract and the details of the position is as following -

Position Name	Senior Manager [Contact Center Operation]
Location	Gurgaon
No. of vacancies	1(one)
Minimum qualification	Graduation from UGC/AICTE approved universities only.
Desired qualification	Post-Graduation in Management / Engineering or Science Graduate
Max Age	45 years
Minimum Post Qualification Experience (Years)	For Graduates - 14 years For Professionally Qualified* - 7 years
Preferred Experience	Prior Experience in Contact Center

* - Professional Qualification include 2 year full time MBA/PGDBM or equivalent; CA/ICWA/CS; Graduate Engineers and Executive MBA of not less than one year duration from premier Institutes such as IIMs, XLRI, MDI, IBS etc. Post Graduate Degrees such as MA/ MSc. / MSW etc. may also be considered as professional qualification with reference to specific function/area/specialization to which applicable.

JOB PROFILE

The key responsibilities of the incumbent will be:-

- Manning of Contact Center including, staffing of shifts, with focus on optimizing manning cost.
- Management of daily operations of the contact center, resource planning, deployment and utilization.
- Ensure effective Training of Personnel, regularly monitor performance on the job, develop and deploy specific steps for continuous improvement of agents' performance.
- Development and deployment operational procedures/ guideline, develop process SOPs, effective management of call distribution thus proactively handling the queue.
- Regularly monitoring the Automated IVR facility, Voice email and web chat, Calls on real time basis, Random calls to improve quality and minimize errors.
- Regularly review performance-statistics of system/ application and people, generate accurate and insightful MIS based on system data to improve agent performance and customer experience.

- Monitor people, systemic and environmental issues and develop contingency plan to ensure performance continuity.
- Initiate proactive measure to upgrade skill-set, improve agents' performance, enhance service level and eliminate quality issues.
- Looking after AMC of the servers/network devices and other technology components in CC including hardware and licenses.
- Scout for new technologies that would improve performance and ROI of the center.

The above list is only indicative and not exhaustive.

COMPENSATION

Selected candidates will be placed on three year fixed term contract. Compensation will be linked to qualification and experience and shall be as per the industry standards.

HOW TO APPLY

1. Pls. apply through the e-recruitment portal. To apply through the portal you need to first register. You can register using the following link:
https://careers.balmerlawrie.com/sap/bc/webdynpro/sap/hrrcf_a_candidate_registration?sap-client=100#.
2. After creation of your profile, pls. ensure that you apply against the appropriate position by going to the "Employment Opportunities" tab. Only creation of profile does not ensure consideration of your candidature for a job.
3. In case of any difficulty, please send your feedback by clicking on the "Feedback" link.
4. Last date for submission of applications is **17 May, 2016**.
5. Please read The Other General Conditions before applying for the positions.

Other General Terms & Conditions:

1. Before applying for the post, candidates should ensure that he/she fulfills the MINIMUM ELIGIBILITY and other criteria mentioned in this advertisement. BALMER LAWRIE & CO. LTD. being the Appointing Authority would be free to reject any application at any stage of the recruitment process, if the candidate is found ineligible for the post for which he/she has applied. No correspondence shall be entertained in this regard.
2. Incomplete applications received after the due date ARE LIABLE FOR BEING REJECTED SUMMARILY.
3. Request for change of Mailing address / Email / category / posts as mentioned in the application will not be entertained.
4. The prescribed qualification / experience are the minimum and mere possession of the same does not entitle a candidate for shortlisting and or final selection. Candidates will be shortlisted based on the relevance and quality of experience vis-à-vis the requirements of the advertised role. The Company's decision shall be final in this regard.
5. The job description mentioned above is only indicative. It may change based on the requirement of the Company and discretion of the management.
6. Only short listed candidates who are found prima facie eligible based on the details given in the application form will be called for the written test and / or personal interview as the case may be.
7. Candidature of the candidate is liable to be rejected at any stage of the recruitment process or after recruitment or joining, if any information provided by the candidate is found to be false or is not found in conformity with eligibility criteria mentioned in the advertisement.
8. The Company reserves the right to relax age in case of candidates with longer years of experience/in case of exceptionally qualified or experienced candidates.

9. The Company reserves the right to fill or not to fill all or any of the advertised positions without assigning any reason whatsoever.
10. The Company reserves the right to shortlist candidates depending upon the number of vacancies and application received, etc., and also to decide the modalities for recruitment whether through Interview / Written Test/ Group Discussion or all of these and the venue/schedule thereof.
11. The Company reserves the right to offer the position in appropriate lower Grade & Salary.
12. Any canvassing directly or indirectly by the applicant will disqualify his/her candidature. Any dispute with regard to recruitment against this advertisement will be settled within the jurisdiction of Kolkata Court only.
13. The applicant must provide his/her correct and updated email id & mobile number. Please note that the intimation for interview, if shortlisted, will be sent through email only.
14. The number of vacancies is indicative. The Company reserves the right to increase or decrease the number of vacancies purely on need basis at any point of time during recruitment process.
15. The Location/ Place of posting mentioned are indicative, selected candidate shall be required to work in any location in India or outside the Country including assignments to Company's Joint Ventures/ Associates.
16. Outstation candidates called for interview will be reimbursed travel expenses as per the rules of the Company.
17. In respect of exceptionally qualified & qualitatively experienced candidates the minimum overall years of experience as prescribed, may be relaxed at the sole discretion of the Company.
18. The advertisement will be taken down from the company website at 06:30 pm on the last date for submission of applications.
