
Director, Practice leader, Contact Centre Telecommunications – Montreal / Toronto

Overview

The Practice Leader role is a senior position responsible to drive revenue and EBITDA performance. The successful candidate would be responsible to lead the strategy and execution of the related offer and product roadmaps and support and guide sales and delivery execution. Some of the critical aspects of this role include managing to the financial targets, setting and delivering on the category strategy by engaging with industry, sales and delivery partners (including 3rd parties). Elements of this role require the ability to successfully engage at senior levels (CxO) both inside and outside of the company.

What You Will Do

P&L Ownership for the Practice

- Drive profitable revenue and EBITDA in the category
- Identify and pursue new growth opportunities complementary to Connectivity Services Performance Management – identify and achieve key unit / ARPU / targets
- Lead monthly Practice review (diagnostic), including win/loss, resource coverage, offer success, investment priority.

Category Strategy:

- Develop the customer-centric product roadmaps, with the functionality required to win in the market place Apply industry / market knowledge / expertise to enrich category strategy
- Innovation – generate new ideas, and develop capabilities to make them a reality Identify / recommend M&A opportunities
- Leverage vendor strategy & partnerships
- Set strategic guidance for product selection / lifecycle
- Build the product pipeline and match the value of Bell Solutions with needs of our customers (maintain a market leading value proposition)
- Category leadership – establish / maintain industry leading products and services
- Effectively partner with other cross-functional teams including Sales, Product, Operations, Service Delivery and other members of the executive team to achieve company goals

Demand Generation:

- Partner with internal business unit stakeholders (Pricing, IS Management, Marketing, Business Intelligence) for:
 - Take-to-Market Programs and events
 - Partner Vendor Programs and events
 - Professional Services offers
 - IS Partner Management and Pricing
 - Price-book Reviews

Deal Support:

- Assigned to 30 to 40 strategic / complex deals as part of Deal Pursuit process and Ad hoc Deal & RFP support to optimize operating cost and ROI for the company

Thought Leadership:

- Attend and represent BBM at Industry events
- Foster partnerships that achieve both strategic and tactical objectives for Bell Business Markets Engaged with the industry analyst community



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- Commercial excellence – inspire and develop (and retain) world class talent and demonstrates the value of Bell
- Routinely invests time with key customers to understand current and anticipated business realities / challenges, and demonstrate thought leadership

Skills & Qualifications

- Bachelor's degree or equivalent in Marketing, Information Technology, a business discipline or related field is required Minimum 7 years business experience in contact centre or IT field
- Domain expertise: Genesys, Cisco, Avaya, Verint, Nice and other contact centre solution products. VXML, Java, C, C++ programming languages
- Experience with contact centre architectures including, but not limited to unified communications, computer telephony integration, call routing, recording etc....
- Exceptional financial, investment and business acumen Decisive and capable of clear thinking
- Foster a culture that inspires high levels of performance, inclusiveness and employee recognition and retention Promotes innovation, collaboration, learning, customer centricity and risk taking
- Possess exceptional verbal, written, presentation, and negotiation skills Proficient verbal and written communication skills

Why Join?

The Organization. Communications leader that continues to transform itself to provide more value to its customers and shareholders.

The Role. Senior strategic position, leading a team of high performing individuals.

The People. Highly skilled individuals, working in an environment designed to nurture an engaged workforce and a performance-driven culture.

Your Next Steps

Email your resume in **word format** to gtremblay@radarhh.com. Please quote **project #106577** in the subject line. radar promotes the highest standards of integrity and principles of quality, diversity, equity, and ethical practice. We thank all those who submit their résumés. Only those selected for further consideration will be contacted.