
Regional Manager Operations Montreal, Qc

Overview

The incumbent will be responsible for executing business strategies while engaging and developing service center employees. It will provide a world-class service to our customers, while optimizing the human and financial resources necessary for profitability. His leadership, communication skills, teamwork and managerial skills will also be important in creating and maintaining a strong partnership with service center employees.

What You Will Do

- Improve the profitability of service centers through individual and regional action plans.
- Support recruitment, retention, training and performance management strategies to build a quality functional team.
- Ensure the achievement of objectives by coaching, developing and assisting managers of service centers.
- Effectively administer financial resources according to allocated budgets.
- Evaluate the results of the team taking into account Key Performance Indicators (KPIs).
- Contribute to the development and exchange of best practices to stimulate growth.
- Develop internal and external partnerships, particularly in sales, marketing, business development and distribution.
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- Develop and maintain a team-driven environment in which employees feel valued and supported, enabling them to achieve their professional and personal goals.

Skills & Qualifications

- Bachelor's degree in administration or equivalent experience.
- Minimum of 5 years experience in multiple unit management in the retail field.
- Ability to build, develop and manage successful teams.
- Developed communication skills and problem-solving skills.
- Sense of customer service and highly developed sales.
- Ability to develop, implement and support new initiatives.
- Flexibility in terms of travel and work schedules.
- Computer skills and mastery of MS Office software.
- Proficiency in French and intermediate level in spoken and written English.

Why Join?

The organization. World leader in their field recognized for their excellence in customer service.

The role. An opportunity to have a strategic role that will have a direct impact on the results, customer service and competitiveness of the company.

The people. Be part of a team that values trust, respect, communication and integrity.

Your Next Steps

Email your resume in **word format** to mohana@radarhh.com. Please quote **project #106755** 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.