

https://intscanada.com/job/manager-process-management-voice/

??????-Manager, Process Management

Description

161 Bay Street (93021), Canada, Toronto, Toronto, Ontario,

Manager, Process Management - Voice

Our Capital One Process Team.

Process Managers love solving problems and making things better.

Our Process Managers are deployed across all areas of the business – Fraud, Customer Service, Customer Acquisitions, Payments and more – and have a huge impact on ensuring we are consistently keeping our customer promises and solving complex problems to help make us more efficient. You're guaranteed to be part of a smart, talented team of people responsible for creating and enhancing processes that aim to deliver excellence to your customers in every interaction.

Working with us

How do we do things at Capital One Canada? We listen — to our people, and to our customers. We change with the times and have adopted a flexible hybrid model (remote and/or in-office). A flexible hybrid working model is one that creates the opportunity to match the work that we do to the environment that best supports that work. We recognize that everyone has a unique working pattern so we're open to discussing flexible working arrangements that will best accommodate you.

At Capital One we're committed to diversity, inclusion and belonging. We strive to build a culture where diverse perspectives are valued, innovative ideas are encouraged and inclusive behaviours are embedded in everything we do to positively impact associates. Strive to build a culture where diverse perspectives are valued, innovative ideas are encouraged and to help challenge the status quo and create the best outcomes for everyone.

We're focused on helping associates live well—physically, financially and emotionally. When you join us, we support you and those who are most important to you, offering full coverage for spouses, domestic partners, and dependents. We've designed our benefits program to be flexible, comprehensive and consistent across our organization. From health and fitness center discounts, to training and professional development programs—and much more—you'll discover that Capital

Date posted 2023 ? 9 ? 13 ?

One is committed to helping you live your best life.

Capital One Canada is an equal opportunity employer committed to fostering a diverse and inclusive work environment. We consider all qualified applicants and will meet the needs of those requiring reasonable accommodations.

A day in the life of a Capital One Manager, Process Management - Voice

Process Managers also obsess about understanding how things work – that means mapping out business processes, understanding and mitigating business risks and ensuring we have the right controls and solutions in place – and then making them better. We work in agile, cross-functional teams so you'll also have the opportunity to learn from other job families like Data Science, Business Analytics and Product Management too.

The responsibilities of Process Managers include:

- Manage delivery of business processes by defining and implementing process improvement agendas, driving efficiencies, and using data to create better experiences for our customers
- Collaborate with various departments (such as our agile software studio, our data scientist team or our customer service sites) in different locations to develop and execute effective and efficient processes
- Apply leadership skills such as communication and change management to help drive key priorities like product launches, technology changes, and continuous improvement initiatives
- Use a variety of techniques and tools to define, manage and improve processes, like Visual Management, Business Process Management, Lean, and Six Sigma
- Manage control design and effectively challenge monitoring and testing activities to ensure regulatory compliance controls are operating and aligned to regulatory requirements
- Maintain knowledge of regulatory requirements and operational procedures, and ensure documentation is relevant and updated
- Develop and perform quality assurance routines, controls, and monitoring to measure and analyse process performance on existing processes
- People leadership and process ownership of intents in the Voice space
- Promote Scalable, sustainable and flexible operational processes through effective controls

The Manager, Regulatory Operations is a highly motivated individual with experience working in a fast paced and dynamic environment who will:

- Apply excellent leadership skills such as exceptional learning agility, communication and change management to help drive key priorities like product launches, technology changes, and continuous improvement initiatives
- Manage the development and deployment of the management system to enable associates to collaborate, define intent, monitor performance, and

- improve our processes to deliver better experiences for our customers
- Proactively identify and mitigate risk through implementing resilient processes and using quality management tools
- Lead large strategic initiatives and overall business management activities for Voice processes
- Exhibit strong people management skills; foster an inclusive culture that enables the team to elevate each other
- Demonstrate an exceptional risk mindset
- · Exercises judgment to identify, diagnose, and solve problems
- · Leverage team and other external stakeholders to get work done
- Focus on the sustainable implementation of systems and processes, and promote an environment where innovation and agile-learning are expected for success
- Demonstrate excellent interpersonal, communication, influence and organizational skills

Basic Qualifications:

- · Bachelor's degree in Engineering, Business, Commerce, or Science
- At least 5 years of experience designing, building, managing and improving processes
- At least 5 year experience working in a cross-functional environment, ensuring stakeholder expectations are managed effectively

Preferred Qualifications:

- · Experience working in the Financial Industry
- Experience working in an Agile workplace environment
- Experience of using Lean & Six Sigma to drive continuous improvement initiatives
- Experience in SQL, Tableau and other data analytical techniques
- French
- IVR/Voice

We may use your information for automated decision making. We may, for certain purposes, render a decision based exclusively on automated processing of your personal information as a part of the candidate screening process.

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If you have visited our website in search of information on employment opportunities or to apply for a position, and you require an accommodation, please contact Capital One Recruiting at 1-800-304-9102 or via email at RecruitingAccommodation@capitalone.com. All information you provide will be kept confidential and will be used only to the extent required to provide needed reasonable accommodations.

For technical support or questions about Capital One's recruiting process, please send an email to Careers@capitalone.com

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