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# Project and Process Specialist, Control Centre (Technical)- Permanent, Full-Time

Engineering and Operations  
Burlington, Ontario | PT3

## Description

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### POSITION SUMMARY

The Project and Process Specialist will be responsible for supporting and acting on behalf of the engineering and technical operational stakeholders. They will be involved in the planning of projects and/or process change initiatives that may affect Technical support and Field Operations. These responsibilities include but are not limited to; the scoping, defining, planning, implementation and support of all corporate and departmental projects. Including the development, implementation, and reviewing of the CC and Field processes and procedures. The Specialist will be responsible for defining requirements, launching and supporting of all call center applications.

### RESPONSIBILITIES

- Represents Customer Contact Centre and Field Operations in all corporate projects and process improvement requests and will manage deliverables through all phases of the project.
- Identify business requirements & determine business impacts to be incorporated into business case development (i.e. call volumes, First Call Resolution, First Time Right, productivity, service level, customers and employees) Identify business priorities and recommends options.

- Liaises with Contact Centre Operations, IT, Outsourced partners and vendors to scope and define requirements for contact centre applications and possible impacts to field technicians and other supporting departments within E&O.
- Manages departmental projects using the established project management methodology including; identifying, analysing the development of project plans, budgets, risk management plans, to meet goals and objectives.
- Effectively communicates project expectations to team members and other stakeholders by providing an on-going status report and communication of project activities using collaborative documentation (project plan, issue and action logs, risk management plans, etc.
- Responsible for process analysis, identifying impacts to processes, and developing processes. Facilitates the creation of process deliverables for operations.
- Demonstrates full understanding of business practices and concepts.
- Acts as Subject Matter Experts for Call Centre and Field to ensure all operational concerns/issues are addressed before product implementation.
- Monitors results and conducts post-implementation analysis of project successes and challenges for both departmental and corporate projects
- Assists with and /or may develop business process flows and procedures to support projects and initiatives impacting the Technical Contact Centre and Field Operations.
- Analyses and re-engineers internal processes using process-mapping techniques to identify and implement process improvements and cost savings initiatives
- Develop strong working relationships with all key functional groups including Org Readiness, QA, Marketing, Training and Development, Engineering, IT, Finance, New Product Development, etc.
- Facilitates focus groups and conducts agent observations and will seek out reporting requirements when needed.
- Develops and delivers effective communications through proper media mediums. Bulletins, memos, policies , Google docs SMART Sheets etc
- Proactively manages the optimization of all contact centre applications related to enhancements, upgrades and new tool requirements (e.g. quality monitoring system, CRM, service management and diagnostics application)
- Works closely with the Quality Assurance Testing group to ensure test cases and testing are qualified per business requirements. Works with internal departments such as Information Technology, IP Engineering and external vendors to resolve issues.
- Provides post-implementation support to Contact Centre operations teams and Field for new product and process launches. Including the identification, escalation and resolution of the identified issues.
- Provides day-to-day support for Contact Centre Operations and Support Teams through research, analysis and facilitation of procedure and process reviews.
- Performs other duties /projects as assigned.

- As part of their work, employees must take all necessary measures to ensure their own health and safety, and that of their co-workers and the public in general. They must use available personal protective equipment at all times, and comply with all Health & Safety instructions, guidelines, policies and procedures issued by the Company.
- To support Cogeco's ultimate goal of providing excellent service to current and potential customers, the incumbent must be constantly attentive and responsive to both external and internal customers' needs and assist in the resolution of any issues or concerns in a timely and professional manner while ensuring that the solution meets the customer's needs.

## **REQUIREMENTS**

### **ACADEMIC TRAINING**

- College Diploma or combination of equivalent education and work experience required
- Project ,Leadership, and Change Management courses are an asset

### **WORK EXPERIENCE**

- 5 to 8 years relevant project experience and/or customer service experience, preferably in a Project Support, Tier 2 or Supervisory role.
- Proven ability to multi-task and manage concurrent projects in a faced paced environment with limited supervision is required.
- Experience in working with intra-departmental work teams required.
- Facilitation skills in change management preferred.

### **SPECIFIC COMPETENCIES**

- Must be proficient in desktop applications including MS Office applications (i.e. FrontPage, Project, Excel, Lucid Charts, Word, SmartSheets, Google Docs).
- Strong understanding of call centre and field procedures, processes and technologies preferred.
- Proven process optimization/mapping experience.
- Understanding of project management and Six Sigma methodologies preferred.
- Must be highly organized and detailed oriented with demonstrated analytical skills, problem solving and time management skills.
- Excellent written and verbal communication combined with strong negotiation skills.
- Demonstrated interpersonal skills with a winning customer service attitude and professional demeanour. Ability to communicate with a high degree of tact and diplomacy.
- Self -motivated and able to take initiative to identify and resolve problems independently. Monitors own quality of work.

- Cultivates change with a learning attitude towards work and contributes as a team member.
- Able to foster relationships and collaborate well with others.

### **PHYSICAL DEMANDS**

- May be required to lift packages/boxes (at least 30 lbs).
- Occasional travel may be required.
- Occasional extended hours may be required.

At Cogeco, diversity is an essential asset to our organization's performance. We are committed to providing equal opportunities to all qualified individuals wishing to join our company, regardless of cultural and individual differences. We strive to build teams which reflects the diverse profiles and backgrounds of both the customers and communities we serve, firmly believing that this distinguishes Cogeco from competitors and contributes to our signature of excellence.

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