



CAREERS

Interested Applicants should submit their resume to HR@metricanet.com

Position Title:

Global Mobility Manager

Location:

San Antonio, TX

About Metrica:

Metrica Inc. is one of the small business leader in Global Mobility, Cybersecurity Modernization and International Logistics. Our core values include providing our clients with strong service, continuous improvement and quick response and giving our employees responsibility, trust and ownership of their positions.

Position Description:

The Global Operations Manager (GOM) is responsible for building strategic and long-term partnerships with Metrica customers, suppliers and mobility team members to deliver outstanding performance towards company and customers objectives.

Education or Equivalent Training:

Bachelor degree or equivalent

Minimum of 10 years' experience in an international environment, preferably within the field of international mobility or customer service

Excellent command of the English language, additional languages is an advantage

Proven managerial skills, both in terms of staff and supplier management

Strong communication and interpersonal skills Organizational skills and ability to identify priorities

Strong commitment to customer service

Flexible, pro-active, team player, enthusiastic

IT skills

Ideal candidate should feel comfortable to effectively work at all levels with multiple stakeholders of varied backgrounds, cultures and nationalities

Experience Required:

Responsible for outstanding customer service as well as continuous improvement across all regions;

Responsible for building long-term partnerships among customers, network suppliers, and mobility team members that allows for constructive and solution driven joint approach; working effectively together to achieve outstanding customer satisfaction;

Act as point of escalation in the region alongside Customer Relations Manager and the assigned Regional Mobility Coordinator and oversee corrective actions are applied and communicated;

Accommodate customer requests to ensure implementation and embedding new or revised services & processes;
Conduct regular business review meetings with client counterparts (Global Mobility Program Manager, Global Mobility Specialists etc.) to discuss contractual matters, customer feedback and relevant updates;
Develop and maintain strong relationships and communication with the local customer HR units;
Assist country customer HR teams with country specific challenges where necessary;
Communicate on global matters to relevant stakeholders and ensure overall alignment where applicable;
Overall management of the network suppliers in the region. Ensure that Service Level Agreements are adhered to, agreed Key Performance Indicators are met and processes are maintained;
Collect feedback on supplier's performance and take appropriate improvement actions based on regular reviews from Customer Relations Manager;
Oversee that Metrica mobility team members and network suppliers participate in relevant trainings;
Leadership: empower Metrica mobility team members to take responsibility for their actions and goals. Delegate responsibility and accountability according to own judgement;
Project management: initiate and roll out projects for continuous improvement actions;
Maintain internal software tools in conjunction with Metrica mobility management and IT teams to streamline processes and internal/external reporting.
Serve as Key Account Manager (KAM) for one of Metrica' global contracts.

Company Benefits

Metrica offers an excellent starting salary and outstanding fringe benefits, including Medical, Dental, Tuition Assistance, and 401(k) Retirement Plan to name a few.

Metrica is an Equal Opportunity Employer, M/F/D/V