

Job Description: Team Leader

Leadership and Management:

- Supervising and leading a team
- Motivating and inspiring agents
- Setting and managing performance expectations
- Handling escalations and resolving complex customer issues
- Providing coaching and mentoring
- Ensuring compliance with company policies and procedures

Monitoring and Analysis:

- Monitoring call center processes
- Tracking and analyzing performance data
- Monitoring queue and inbound/outbound calls
- Identifying development opportunities

Communication and Support:

- Communicating effectively with team members and callers
- Providing support to agents during peak times and high call volumes
- Collaborating with other departments

Shift: Rotational (Morning/Afternoon/Night)