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# Example of Assistant Team Leader Job Description

Our innovative and growing company is looking to fill the role of assistant team leader. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for assistant team leader

* Work to build strong and fruitful relationships with fellow team members within the field
* Pursue work with energy and a strong accomplishment orientation
* Deputise for the SST leader
* Coaches the Customer Service Representatives effectively using side by side and remote coaching to ensure that customer satisfaction and AHT targets are met consistently
* Handles supervisor escalations on a daily basis ensuring a high level of customer service to customers
* Acts as the onsite subject matter expert answering and/or resolving inquiries and concerns, determining the appropriate actions based upon job aids, research, and existing desktop solution tools and taking the appropriate action with utmost priority and speed, to ensure performance metrics are achieved
* Assists Customer Service Representatives/Marketing Consultants by providing professional, grammatically correct and culturally sensitive responses to customer inquiries and concerns
* Ensures that the Customer Service Representatives/Marketing Consultants understand the use of the CRM tool, technology, and knowledge base resources to effectively handle customer inquiries and concerns
* Assists Customer Service Representatives/Marketing Consultants to act as a liaison between customers, and dealerships, providing excellent service to both by following up and being organized and knowledgeable
* Assists Customer Service Representatives/Marketing Consultants with documentation to allow for an accurate historical view of customer’s contacts within the department and other departments

## Qualifications for assistant team leader

* Ability to follow up queries and resolve them satisfactorily
* Minimum of 1-year experience with escalation management and managing projects to SLA
* Minimum of 1 year of experience managing and developing a team of professionals – desirable not required
* Numerate/Literate
* BS or MS degree in Civil or Structural Engineering
* Daily travel to the NY metropolitan area