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# Example of Call Center Team Lead Job Description

Our innovative and growing company is searching for experienced candidates for the position of call center team lead. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for call center team lead

* Educate associates on business standards for all call center areas
* Accurately update databases that support field reporting on adjustments, Wellness Plans, collections
* Document calls and resolutions using the appropriate databases, ensuring consistency in service
* Assists team members in the Customer Service Call Center by answering their questions in a timely manner in GH and LOM while taking calls to clear the queue
* Provide one call resolution on escalated calls…(seek advice from other members of leadership if in need of further assistance for the customer), own the call
* Have ability to drive team morale, performance, and knowledge
* Able to resolve and demonstrate confidence when handling customer issues either on the phone or while assisting team members
* Side by Sides for each team member monthly
* Coach best practices for answering phones and coaches/demonstrates GUEST process
* Must be able to manage workforce through Client Contact Manager and Ignite by monitoring length of phone calls, personal time, faxing, extended breaks and lunches

## Qualifications for call center team lead

* Ability to handle unexpected problems under pressure
* Maintain an up-to-date knowledge of HR Benefits and Compensation programs offered and resource materials in order to provide proper guidance to staff
* Exhibits a strong work ethic, and actively works towards excellence
* Must meet quality, productivity and attendance metrics established
* Minimum three (3) years in a call center, customer service or human resources experience
* Minimum two (2) years of supervisory experience strongly preferred