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# Example of Customer Care Team Lead Job Description

Our company is looking for a customer care team lead. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for customer care team lead

* Maintain an active sales performance management
* Maintain regular contact with the other functions of the company involved in our day to day activities (eg
* Investigate and resolve queries in the area of responsibility escalated by the HR Customer Care
* Banner (CIS)
* Service Link (Field Logistical Interface)
* AMRA ( Meter Reading Interface)
* Meter Reading Systems
* ASOA (Service Order Management Interface)
* Banner / Lawson General Ledger Interface
* State Compliance Interface

## Qualifications for customer care team lead

* You have fundamental IT knowledge (MS Office, Lotus Notes, MFG/Pro, Oracle, MS Outlook)
* Must be willing to work weekday and weekend OT
* Must be proficient in Microsoft Office products including Word, Excel, and Outlook
* Active listening skills and effectively communicates in a way that engages others in dialogue and builds rapport
* Fluency in Czech, Slovak, Hungarian, Romanian, Russian or Polish is required
* 1 additional language in scope is an advantage • Experience in leading teams