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# Example of Customer Care Team Lead Job Description

Our growing company is looking for a customer care team lead. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for customer care team lead

* Coach and mentor team members to improve baseline performance to provide friendly and empathetic assistance to all customers
* Maintain a high level of customer Service within the team
* Lead and overlook a team of 4-5 employees
* Workload monitoring for the team
* Generate and maintain all department records
* Offer continues support and timely follow up if they have experience difficulties
* Effectively manage the inflow of telephone and electronic contact to maintain optimal servicing of customers’ needs and requests
* Actively contribute to the achievement of department call activity objectives, , percent of call to queue, average queue time, average handle time, average abandon rate, and average speed of answer
* Listen to customers and sales representative’s complaints, problems/concerns and identify the specific areas, which are of greatest concern
* Provide research as required by Sales Force to support their account’s ordering/pricing activities

## Qualifications for customer care team lead

* Fluently in English and German speaking and writing
* Focussed on processes and structures
* Hands on mentality and used to working autonomic
* 2 or 3 year College/University degree or equivalent
* Previous experience working in a customer service focused role is necessary
* Strong change leadership and decision making skills including self awareness, and confidence to work in an energetic and diverse environment