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# Example of Operations Team Leader Job Description

Our innovative and growing company is looking to fill the role of operations team leader. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for operations team leader

* Develop and manage the overall performance of the team and individuals, which will include recruitment, coaching, mentoring, planning, training, learning and development assessing performance and managing talent and careers
* Build, manage, and sustain a high performing production and inbound call center team, ensuring that service and quality objectives are being attained and maintained on a consistent basis
* Manage workflow ensuring SLA and quality standards are achieved
* Support a positive, motivating work environment that values the people and encourages participation, creativity, learning, and accountability
* Consistently display the knowledge, skills, behaviors and attitudes reflective of a high performing business unit with a diverse workforce
* Initiate and implement process recommendations, with appropriate approvals
* Proactively support the Leadership Team with required reports, summaries, investigations, feedback, and potential challenges
* Effectively liaise and negotiate with other business units to resolve and enhance customer service expectations and business deliverables
* Collaborate with other leaders and staff to ensure that all functions are fully integrated and are in accordance with the Company’s goals and objectives, ensuring that all SLA’s are met and/or exceeded, and to resolve issues and challenges
* Monitor and drive the timeliness and quality of monthly billing

## Qualifications for operations team leader

* Ability to build strong teams and relationships
* Ability to effectively handle crisis situations
* Technical knowledge in both MacOS and Windows platforms is a plus
* Chat management experience is a plus
* At least 3 years of proven experience leading a team of operations engineers
* Previous exposure to drive Voice of the Customer metrics