Downloaded from <https://www.velvetjobs.com/job-descriptions/team-leader-operations>

# Example of Team Leader Operations Job Description

Our company is hiring for a team leader operations. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for team leader operations

* Manage customer escalations, liaise with different internal parties to drive resolution while informing management on the risks, issues and progress to date
* Ability to plan and prioritise own work and other people's
* Deliver SLA’s and KPI’s in line with contractual terms
* Monitor and report the performance of the billing analysts, provide feedback, coaching, improvement plans
* Leadership, guidance and development of Billing Operations team members (8-10 people)
* Identify areas for continuous process improvement to drive efficiencies
* Provide daily supervision, technical advice, training and information to team members
* Develop team performance through guiding, motivating and training each team member to improve performance capabilities while maintaining good customer and employee relations
* Create an environment in which team members are actively involved in continuous improvement
* Model and promote effective teamwork skills through interactions with team members and other employees

## Qualifications for team leader operations

* Knowledge of Healthcare Pharmacy Benefits (Medicare Part-D, Medicaid & Commercial lines of business)
* Pharmacy Tech certified
* Management and Leadership experience required of 2 + years
* Clinician or Bachelor's degree or a relevant field (or equivalent years of work experience)
* Ability to partner with a diverse group of employees and maintain a positive working environment
* Understanding of Benefit Phases and Limits, Referrals, Prior Authorizations, Appeals and Grievances