



Example of Call Center Team Leader Job Description

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

Responsibilities for call center team leader

- Participates in projects that impact department
- Ensures compliance with all MFS policies and procedures
- Assists with the development of procedures
- Ensures timely communication of pertinent information by conducting regular staff meetings
- Assists with career development
- Conducts interviews and makes hiring decisions
- Interacts with own department and others to facilitate problem resolution
- Set department goals and objectives
- Gather and proactively share Best Practices to help improve performance of each QR and overall call center call quality
- Be proficient in all activities and job functions of CSR 1 and CSR 2 and be able to handle any issues that arise from either group

Qualifications for call center team leader

- May require multi-tasking in support of interdependent operating teams
- Understanding of UK Benefits System
- Understanding of financial budgets
- Ability to organise workload of self and team to meet deadlines
- Efficient time manager with the ability to reach service deadlines
- Experience of writing procedures