



Example of Call Center Team Leader Job Description

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Our 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

- Contribute to the operational implementation of the unit action plan within the team
- Support in creating an inspiring and motivating work environment and atmosphere where co-workers have access to the information they need and user-friendly tools
- Empower and coach co-workers through knowledge, confidence, trust and motivation so they are always ready to support customers in the best way possible
- Monitor and feedback on working methods, productivity and quality on team and individual level
- Ensure the right number of competent co-workers to secure high quality for all customer contacts within the service level
- Build a committed team with a strong culture based on customer focus, high performance and pride in their work
- Contribute to the building of business competence by supporting and coaching co-workers in their daily efforts to improve according to agreed development plans
- Be active in the recruitment process of new co-workers
- Performance Management as and when needed
- Audit all high transaction bookings (MCO)

Qualifications for call center team leader

- Demonstrated competency to manage and maintain day to day operations

- Must ensure the timely elevation of issues or challenges to the appropriate management level should they arise
- Strong PC skills including Windows, Microsoft Outlook and Word are required
- Experience in a retail jewelry store is a plus
- Must be flexible on schedule to work late evenings, weekend and holidays as the business requires
- Minimum 6-12 months in Berkshire Bank Call Center