



Example of Call Center Team Leader Job Description

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Our innovative and growing company is looking to fill the role of call center team leader. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for call center team leader

- Must be able to type accurately with precise data entry skills
- Must demonstrate professionalism and the ability to multi-task and work under pressure effectively
- Must deliver excellent customer service both internally and externally
- Must provide information to manager and assist with performance evaluations
- Advanced Microsoft Office proficiency required
- Supervise day-to-day operation of team according to policy/procedure, ensure high quality customer service and compliance obligations
- Minimum 3 years supervisory experience or demonstrated leadership abilities
- Contribute to the operational implementation of the unit action plan within the Specialist Teams, driving performance across the CSC
- Support in creating an inspiring and motivating work environment and atmosphere where Specialists have access to the information they need and user-friendly tools
- Train and assign duties of call center team

Qualifications for call center team leader

- 3-5 years of recent travel agency/airline experience as a team leader, supervisor or similar
- Willingness and competence to work in multiple complex situations
- Clear understanding of policies and procedures of operation

- Capable of planning, prioritize, and organize work effectively to produce measurable results
- Qualified candidates should be bilingual (written and verbal) in Spanish/English