



# Example of Call Center Team Leader Job Description

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Our growing company is looking to fill the role of call center team leader. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for call center team leader

- Maintains Admissions Center bed board and ensures admissions are properly scheduled
  - Maintains relationship with facility staff and is a main point of contact to resolve admission related issues
  - Monitors productivity of staff through constant presence on the floor through analysis of data available
  - Monitors individual, team, and Admissions Center results to quickly identify and act on both positive and negative performance trends to ensure attainment of admission goals and performance targets
  - Communicates and follows up to ensure employees are fully informed of all new information related to services available, policies/procedures, client needs, company related issues, changes or actions
  - Maintains harmony among staff and creates a team environment that rewards and recognizes positive performance
  - Uses call center software to monitor function of phone, email, text, and chat capability
  - Answers patient calls when necessary
  - Listen and review sales calls with customers and prospects
  - Oversee the daily operations of the contact center team to ensure performance metrics, both of individual staff and of the collective team, are met
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- Must have significant experience in a senior customer service function
- Detail orientated, able to utilize various databases consecutively with good typing skills
- Professionalism -- Exhibits a strong work ethic, actively works towards excellence
- Must meet quality, productivity & attendance metrics established by the Career Path
- Prior experience in leadership role strongly preferred
- Years of call center supervisory experience or other comparable positions with leadership experience