



# Example of Group Leader Job Description

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Our innovative and growing company is looking for a group leader. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for group leader

- Coordinate with the upper management on work issues
- Provide additional shift leadership and daily production decisions
- Lead the team to ensure all key production requirements are met in line with quality, cost and delivery expectations with in the TS16949 framework
- To liaise with other Group Leaders to identify and control production issues
- Ensure clear communications are in place including detailed handovers to the next shift
- To accurately compile production data with the goal of achieving daily and weekly targets
- To project a professional image of the company to customers/visitors and Senior Management
- Assist with KPI improvement for your shift
- Manage headcount control within your department in line with stated budgets
- To participate and Lead continuous improvement projects

## Qualifications for group leader

- Ability to prioritise workload, to work under pressure with a high level of organisational proficiency and initiative
- Strong computer skills with competency in Microsoft Office
- Good attention to detail and ability to follow department procedures
- The ability to deal tactfully, calmly and effectively with a wide range of

- Customer care in dealing with irate callers with tact and diplomacy, using effective complaints handling skills
- Must be a team player & support company / business