



Example of Leader Job Description

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Our company is searching for experienced candidates for the position of leader. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for leader

- Participate in preparation of reports, order inquiries, and completion of customer paperwork
- Train departmental staff on all levels of animal husbandry, production and tasks including feeding, watering and cleaning cages as required
- Train departmental staff on specialized tasks in the following areas
- Provide leadership and motivation to departmental personnel
- Provide performance appraisal input regarding performance of team members
- Maintain training manual and SOP records
- Manage the team's day to day operation to ensure that SLA is met
- Handle escalations on a timely manner
- Conduct recruitment and hiring of CSRs
- Support Team Manager in day-to-day people management
- Coaching and development of staff to ensure all Business Objectives are met

Qualifications for leader

- Monitor service delivery against standards
- Previous practical team leadership experience within a customer support or contact centre environment
- As a team member the ability to work closely with others is imperative, requiring team participation to achieve the agreed objectives
- Willing to undertake training and further learning as required
- Six months previous Distribution Center experience or equivalent experience

