



# Example of Senior Team Lead Job Description

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Our company is growing rapidly and is hiring for a senior team lead. 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 senior team lead

- Promote proactive approach and culture of continuous improvement
- Developing internal systems used by the Growth team, systems the Growth team provides for other Atlassians
- Developing and running A/B tests on evaluators
- Prioritize and schedule work, allocate resources, monitor progress, and support change management efforts
- Develop and implement departmental goals, procedures, and standards
- Coordinate interdepartmentally to ensure open lines of communication
- Perform management-related tasks (e.g., staffing, knowledge transfer, KPI reviews, call queue management)
- Responsible for interviewing and selection of new hires and evaluating agents and/or support team employees, performance management documentation and where applicable, initiating the termination process
- Client interface expected either as back-up to Account Manager or a subject matter/business segment expert
- Conduct Team Meetings with direct reports to ensure expedient communication and provide an open forum for input

## Qualifications for senior team lead

- Google Cloud environment
- MS Project or other Project Management/Scheduling tool

efficiency - mainly process improvements, regularly interact (need-based or on-going, as applicable) with Onshore counterparts (manage client queries, escalations and resolution in a timely manner)

- Ensure meeting the SLAs-TATs, Average chat length, Customer satisfaction, ensure customer satisfaction scores are as per the benchmarks, ensure internal quality scores are achieved as per the benchmarks
- Conduct team workouts and achieve Workout targets, ensure implementation and sustenance of Lean programs by coordinating with lean team involving team members and onshore stakeholders
- Ensure planning and implementation engagement initiatives as per feedback, conduct monthly review meetings, annual performance reviews, manage the R&R activities for the team