



# Example of Senior Team Lead Job Description

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Our company 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

- Manage software support as they relate to technology applications within the Commercial Division
- Capital project management/invoicing, setup, People Soft
- Managing project expectations and scope with stakeholders
- Developing business case and project documentation and performing strategic business analysis on projects
- Company-paid life and short-term disability
- Voluntary Life
- Working closely with the Ops Manager and support with clients demands, escalations, weekly and monthly business review preparation
- Supervising project operations and making sure that SLAs are met on a daily basis
- Acting as leader among peers and showing ability to support and influence the Team Leads group successfully
- Supporting Operations Manager in the supervision of the entirety team, acting as point of contact for the Team Leads group in relation to projects and initiatives

## Qualifications for senior team lead

- High School Diploma and 18 months relevant experience of which 12 months must be in a Call Center environment or equivalent combination of education

- Schedule flexibility to lead a team that operates 24/7
- Must have a minimum of 3-5 years Team Leader experience
- Conversant with contact centre technology
- Well-developed, effective project management skills