



# Example of Services Team Leader Job Description

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Our company is growing rapidly and is searching for experienced candidates for the position of services 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 services team leader

- Handle escalations and client complaints and manage issues through to resolution
- Assist in planning activities in order to optimize resources to meet service level targets
- Participation in client operational meetings and subsequent actions
- Build and maintain partnerships with all internal and external stakeholders to drive operational excellence and exceed the service expectations of clients
- Promote a high standard of professional customer service delivery in all customer contacts and support interactions
- Provide relevant, accurate and timely reporting for the operational needs of management and clients, as required
- Participate in projects that impact the business unit
- Activities to ensure achievement of individual and business KPI's
- To review the work being carried out and ensure jobs are seen through to completion correctly
- Assisting the Field Service Senior Supervisor with the day to day running of the Team

## Qualifications for services team leader

- Work closely with the business support analysts to ensure that all business critical issues are escalated promptly to ensure that service level agreements

- Act as the lead coordinator for all desktop enquiries relating to assigned project activity
- Regularly review independently and with the business support analysts the team's performance to improve customer service and relationships within the business
- Assist with the training, development and on site coordination of Business Recovery program
- Work in association with the Team Leader Essentials Document
- Specialist experience in a Client Support role gained in a highly pressurized financial environment