



Example of Services Team Leader Job Description

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

Responsibilities for services team leader

- To substitute for ASM/GM in his/her absence to provide a single point of leadership for the airport team, being contactable and responsible for the operation in the ASM/GM's absence, to take full responsibility for provision of management reports, to liaise with vendor and airport and other local authorities
- Proactively manage operational workload allocations and calendars to ensure an effective and efficient allocation of work to a team of 20+ meeting professionals
- Ensure maximum expense efficiency whilst maintaining service standards
- Responsible for monthly financials related to AR's and open payables responsible for the team's revenue growth goals, P&L analysis, managing expenses and research/resolution of any discrepancies
- Ensure 100% accurate and timely data capture through StarCite/CVENT and other Amex systems to ensure that all event files are compliant and audit ready
- Act as the liaison between Network Management, Providers and Operations
- Assist in ongoing training initiatives for all Team Members
- Assist with the achievement of phone/chat call quality to meet/exceed the quality standards
- Conduct outbound calls to clarify, follow up and resolve inquiries from customers in accordance with departmental initiatives
- Consistently review team results, provide feedback, make recommendations and implement action plans to meet standards

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- 5 years of IS experience in a multinational company
 - ITIL Service Manager certified / or equivalent would be an advantage
 - Manage but also work as part of a shifts environment for front office production support
 - Should be able to use awk , perl or shell for quick logs analysis , basic scripts to extract key reports and information from logs
 - Must have understanding of Linux OS, basic understanding of Network
 - Should be able to read complex technical architecture diagrams