



Example of Site Leader Job Description

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

Responsibilities for site leader

- Develop and drive the overall direction, coordination, and evaluation of Seller Support activity
- Responsible for creating a coaching culture throughout the site where formal and informal coaching opportunities are availed of
- Achieve site-wide improvements in quality metrics including first-contact resolution, re-open rates, total time to resolution, and customer satisfaction
- Improve site efficiency to enable achievement of cost objectives
- Implement development programs for leadership and improve the rate of internal advancement within the contact centre
- Build partnerships with internal and external teams to collaborate and drive measurable improvements in areas that cause Seller pain and associate frustration
- Single point of contact for the planning, implementation, and ongoing operations for all IT related projects and services at the service location
- Act as the IT liaison to all site customers ensuring effective communications and productive working relationships across key stakeholders
- Responsible for managing the site IT budget and supporting the Annual Operating Plan (AOP)
- Support the annual IT strategic planning activities for the site (STRAP)

Qualifications for site leader

- Leader, team player, makes things happen
- Should be willing to travel as needed

- Demonstrated ability to create transparency and focus
- Experienced working with administrative systems, preferably SAP