



Example of Team Senior Job Description

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Our company is searching for experienced candidates for the position of team senior. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for team senior

- Provide focused feedback loops for investigators and managers based on crisp performance and quality data
- Recruit top-quality investigators
- Understanding direct marketing technique and being able to manipulate it as necessary
- Working collaboratively in a team environment with your creative partner, other members of the department and in cross-disciplinary teams
- Making sure you keep bang up-to-date with industry trends and news so your ideas are the freshest
- Lead and manage a team of CSR's in the optimal execution of call center operations activities
- Conducts performance management activities for team members supervised
- Handles escalation calls from CSR's as exercising discernment on whether or not individuals are capable of handling complex customer calls
- Brainstorms with fellow Team Leaders and the Operations Manager to discuss various issues/problems faced by their respective teams
- Prepares and submits reports on team performance to the Operations Manager

Qualifications for team senior

- Incident Management - Experienced

- Be pro-active in developing trust and professional rapport with employees and team members
- Ability to maintain flexible working hours including some late week nights to 10PM EST Saturday hours as needed
- Have awareness on key metrics and targets