



# Example of Team Senior Job Description

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

## Responsibilities for team senior

- Develop and maintain an enriching, positive professional work atmosphere which supports the efforts of associates to complete their responsibilities
  - Identify trends in client and branch facing concerns and opportunities and help to determine solutions
  - Responsible for process improvements of the team and at times the department, working with other departments and divisions as required to develop new processes and systems to support our FAs
  - Responsible for the sales performance of own team, this includes target setting, performance management, client development, financial forecasting, coaching and development of staff
  - You will drive the sales team inspiring positive behaviours and motivation of team to achieve success needed
  - Manage and maintain existing client relationships through driving exceptional and consistent recruitment services in line with company standards and our contractual obligations
  - Ensure all clients are contacted regularly and our performance is reviewed
  - Take a lead role across a minimum of ten of the largest key client accounts that exist within your team structure
  - Plan, co-ordinate, delegate, monitor and motivate colleagues to achieve the production plan by maximizing the efficiency of the skill base available
  - Promote good working practices and ensure compliance with all company policies and procedures by colleagues and contractors
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- 1-2 years of call center leadership (other supervisory experience will be considered)
- At least two years of call-based customer service experience (back office excluded) in the financial services space, preferably with prepaid cards and/or mobile banking
- Strong understanding of Google and web technologies
- Flexibility with schedule for 24x7x365 operations
- Understanding and ability to execute inbound/email/chat programs to ensure service levels and financial objective are met
- Demonstrated ability to interact with peers, senior management and other departments in a professional manner