

SCHEME OF DUTIES FOR TEAM LEADER ON CONTRACT

POST	TEAM LEADER (On Contract)
QUALIFICATION	(i) School Certificate or an equivalent qualification acceptable to the Board. (ii) A minimum of two years' experience in customer experience/public relations/call centre.
SKILLS & COMPETENCIES	1. Ability to manage the concerns of both consumers and team members with empathy and efficiency 2. Notion of effective time management 3. Ability to respond quickly and creatively to consumer complaint. 4. Sense of accountability and empowerment 5. Flexibility 6. Understanding the operational activities of the organisation 7. Computer literate 8. Team player 9. Positive Attitude 10. Patience 11. Active listening skills 12. Problem solving attitude 13. Be able to work under pressure.
SALARY	Rs 17,965 monthly + salary compensation
HOURS OF WORK	The Team Leader will be required to work on a roster basis including weekends, public holidays and on officially declared cyclone days.
REPORTING LINE	Customer Experience Coordinator
ROLE AND RESPONSIBILITY	The Team Leader will have to oversee the customer agents and then report back to the Customer Experience Coordinator. The Team Leader will have to play a collaborative role in shaping and grooming the customer agents aiming to accomplish desired results.
DUTIES	1. To coach the service staff to deliver exceptional customer service. 2. To assist the Customer Experience Coordinator in overseeing and assessing customer agents, and providing them with performance-related feedback. 3. To support customer agents in difficult situation where required. 4. To train staff in areas of customer service. 5. To investigate and solve customer service complaints. 6. To maintain records pertaining to customer service department activities. 7. To strategize and monitor the daily activities of customer service operations. 8. To use ICT in the performance of his duties. 9. To perform such other duties directly related to the main duties listed above or related to the delivery of the output and results expected from the Team Leader in the role ascribed to him.