

Customer Service Team Leader Job Description

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

Responsibilities for customer service team leader

- Administers assessment quizzes, analyzes results, identifies training opportunities, and communicates these opportunities to the Supervisors
- Roams and answers CCR questions
- Conducts individual and department-wide training
- Identifies and analyzes trends in ES and SAP and takes necessary action
- Participates in projects and other assignments as required
- SAP implementation of transactions and processes
- Experience of resolving complex queries in a pressurised environment
- Strong data, analytical and organisational skills
- Team leadership experience within a contact centre
- Team leadership experience with the ability to multi-task and prioritise a demanding workload

Qualifications for customer service team leader

- High School diploma required, 2-4 year degree strongly preferred
- Have a strong focus on quality of customer service, constantly striving to improve
- Proven track record of managing a large and diverse team
- Developing their expertise to enhance service and build customer relationships
- Liaising throughout the business to proactively manage the impact your team has on company targets and service delivery
- Working closely with sales teams to help deliver the sales strategy

Job Description For Customer Service Lead

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Job Description For Customer Service Lead:

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