

<u>Job Description – Team Leader</u> <u>Contact Center – UK Process</u>	
Position	<u>Team Leader – Contact Center (UK Process)</u>
Position Purpose	<ul style="list-style-type: none"> • The person will need to provide strategic advisory support and implementation of best practices for the contact center covering: • Team Management • Enhance the soft skill and Customer Handling process
Role & Responsibilities	<ul style="list-style-type: none"> • The role of the Team Leader is to lead, manage, engage and develop a team of telephony advisors who provide front line sales and support to our guests or Clients. • This role is key in supporting the delivery of the company key performance targets and the Contact Centre Operation (CCO) guest experience strategy by working collaboratively with other Team Leaders and wider Contact Centre teams to manage workloads within department service levels, ensure advisors are working to schedule, deliver financial targets and provide an exceptional guest experience. • Work with the Contact Centre Manager on the creation and delivery of the team strategy, creating an environment where the team can take proactive ownership of the guest journey, question working practices, and provide solutions in order to provide the best guest experience.
Job Specific skills	<p>Applicants should possess the following attributes:</p> <p><u>Work Experience</u></p> <ul style="list-style-type: none"> • 4-8 years of experience working in Call Centers • Experience in working in the Banking domain. <p><u>Behavioral Skills</u></p> <ul style="list-style-type: none"> • Excellent verbal, and written Communication skills • Good interpersonal skills • Analytical and Problem-solving.
Educational Qualification	Graduation from a recognized educational institution in India / Overseas Professional qualifications in the areas of Team management will be an advantage.
Minimum Experience	Minimum of 3+ Years of experience in Banking Contact Center as well as team management.
CTC offered	As per company norms.
Location of posting	GIFT City, Gandhinagar.