

Team Lead

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Company: Hexaware Technologies

Location: Nagpur

Category: other-general

Job Specification: Experience - Should have been a Team Lead for at least 1 year in similar role, US healthcare is mandate. Graduation in any field is mandate. Job Duties/Responsibilities: Experience in call center environment is a must. The incumbent would be part of the US Healthcare team. Oversee day-to-day teams' operation and performance. Motivate team members. Set clear team goals. Monitor team performance and report on metrics. Efficient utilization of time and resources to achieve process deliverables as per SLA's. Communicate with teams about their performance. Discover training needs and provide coaching. Plan and organize team building activities. Listen to team members' feedback and resolve any issues or conflicts. Create a competitive, healthy and motivating work environment and atmosphere. Interacting with Clients, Attending Client calls. Communicating Organization/Process updates to the team members. Maintaining Daily/ Weekly/Monthly reports. Maintaining QMS Documentation and facing QMS/ISMS audits. Identifying areas for process improvement. Coordinating with Other departments as and when required. They would be reporting into an Assistant/Deputy Manager. Address: Hexaware Technologies Ltd. (Hexaware BPS) LOMA IT Park, Ghansoli, Navi Mumbai. Office timings: US shift with Sat-Sun fixed off.

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