Team Leader Call Center

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Company: Vision India Services Pvt. Ltd.

Location: India

Category: other-general

Job Title:- Team Leader

Age :-18-35

Experience:- 1-2 Years

Location - West Bengal - Malda Dakshin, Ranaghat, Kolkata Uttar, Jhargram, Birbhum, Durgapur, Bardhaman, Siliguri-1 (City Center), Siliguri-2 (Pradhar nagar), Bahrampur, Barasat, Kolkata (New Town), Kolkata (Salt Lake), Haldia (Tamluk), Asansol,

Salary Structure

CTC : - 16,969/- (Rs. 13,500/- Take Home Per Month + PF/ESIC/Inasurance and other benifits)

Qualification - Graduation Pass

 Roles and Responsibility: -

1. Over-looking the day-to-day Samvad Kendra (call center) operation.

2. Setting clear team goals and set deadlines for the same.

3. Monitoring the Team performance and reporting on the performance metrics.

4. Motivating and leading the team members.

5. Assign the campaign to the agents and stop the agents from Calling

6. Check hourly agent performance

7. Call Audit with feedback (verbally explain)

8. MIS report read (WDR, APR, CAR)

9. Discovering the training needs and providing Coaching as necessary.

10. Listening to team members' feedback and resolving any issues or conflicts.

11. Should be able to handle all the activities at the Call Center Level.

12. Will be performing all the support HR functions of operations which also includes agent's hiring at center level.

13. The Team Lead is responsible for the social media engagement of agents reporting to him or her. He or She must ensure that agent accounts are created on Facebook, Twitter, and Instagram.

14. Maintain discipline of the call center.

15. Securing, keeping stock of items of call center.

Require Experience and Skills: -

1. Proven work experience of 1-2 years as a Team leader or supervisor.

2. Good computer skills and MS Excel will be an added advantage.

3. Good communication and leadership skills.

4. Organizational and Time-management skills.

5. Decision-making skills.

Qualification: -

1. Must be a graduate or degree in management of any stream.

2. Training in team leading is a plus.

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