

Team Manager

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Company: Alorica

Location: Poland

Category: other-general

KEY JOB RESPONSIBILITIES:

Direct involvement in the Recruitment, selection, induction training and ongoing skills development for all his/her team, ensuring we are able to attract and retain the very best talent.

Overall management of staffing planning and all workforce management related tasks within the team. Allocates correct amount of employees and skills according to trend and volume analysis.

Draws up, informs, keeps and publishes the daily allocation schedule and effected yearly holiday planning, volume trend evolutions, and other absenteeism like sickness trends.

Manages, leads, develops, motivates and coaches on a daily basis a team with an eye on the achievement of a maximum productivity and quality in the service.

Continually review and monitor work performance of all associates against agreed KPI's, instigating appropriate corrective action, using performance management tools, to manage any shortfall.

Undertake performance reviews and 1:1 monthly meetings with each team member, ensuring objectives are continuously reviewed and linked to business KPI's.

Ensure team members are recognized and rewarded for outstanding achievements/performance in line with company mission and values.

Training and development of people, through a variety of different learning methods including mentoring and coaching.

Initiates team meetings, discussions and other activities as required in order to improve the quality of the operation.

Keeps the Operations Manager informed about the day-to-day operations of the project (main indicators and trends), and where necessary places urgent focus on issues that are at variance with norms and on problem situations.

Supports (Senior) Operations Manager in identifying areas of improvement in order to reduce cost, increase quality and/or reduce risk.

Provide clear direction and guidance to ensure consistent achievement of key performance metrics.

Facilitate a culture of open and honest 2-way communication, ensuring key messages are cascaded to all team members, encouraging feedback and sharing of ideas and best practice.

Build an environment which supports the spirit of teamwork, where associates are committed and loyal.

Continuously monitor calls, either via side by side or remote monitoring, across a sample of transaction types, ensuring performance metrics are consistently achieved.

Ensure accurate and timely communication of any client/campaign issues to the Operations Manager and operations management Senior. Staff.

Ensure appropriate actions are taken to improve client satisfaction survey scores.

Each Team Leader is able to assume the management of another team when other Team Leader's is absent or when shift patterns or other operational reasons dictate the need.

REQUIREMENTS

Proven previous experience in client management in a customer service or call center environment.

Proven previous experience in team management (active or stand in) in a customer service or

call center environment.

Proficiency in English language.

Strong knowledge of contact center operations.

Basic understanding of financial reports and forecasting.

Ability to analyze processes and develop valid solutions to resolve issues at hand.

Ability to address all concerns in a consistent and fair manner.

Excellent grasp of our business' specifics as well as our project's ones - both technically and procedurally.

Ability to multitask with ease and handle various requests via different sources simultaneously.

Possessing the skills to bring out the best in others to achieve maximum performance.

Ability to prioritize and organize work in a multitasked environment.

Ability to maintain the highest level of confidentiality.

Proficient personal computer skills including Microsoft Office.

Excellent interpersonal, written, and oral communication skills.

Excellent presentation skills.

Excellent judgment, reasoning, and problem-solving skills

WHY JOIN ALORICA?

We Offer So Much More Than a Paycheck

Competitive salary

Additional health insurance (incl. dental care)

Group insurance

Wellbeing platform

But that's just the start: here are a few more reasons to consider Alorica.

Career development opportunities

Extensive training programs

Access to top notch technologies and best practices

Excellent working environment

Company events

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Generated on: 2024-05-05 by Expertini.Com