



# Call for Applications Team Leaders New project (Apprenticeship)

Open Until:  
**19/01/2024**

## Duties and missions

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- ✓ Lead and develop your team.
- ✓ Maintain a good social climate on the work floor.
- ✓ Ensure the analysis and the control of the results of the team.
- ✓ To guarantee the performance and the follow-up of the services of the team.
- ✓ Achieve the qualitative and quantitative objectives defined for the activity.
- ✓ Implement action plans to improve the performance of the team.
- ✓ Ensure the supervision and the development of the skills of the team.
- ✓ Deliver floor support to new and existing agents.
- ✓ Any other Ad hoc duties.

## Job Requirements

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- ✓ Have real managerial skills.
- ✓ Have a challenging spirit and a taste for results.
- ✓ To animate daily and maintain the motivation of his team.
- ✓ Know how to communicate and apply the company's directives.
- ✓ Have a sense of empathy, listening, group work and leadership.
- ✓ Excellent interpersonal skills, good listening skills, organizational skills, adaptability.
- ✓ A collaborative team player.
- ✓ Ability to work in fast-paced environment.
- ✓ Initiative and the ability to offer new ideas (creativity).
- ✓ Personal commitment to improving own knowledge and skills.
- ✓ Problem-solving and negotiation skills.

## Position open to

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- ✓ Agents and QAs from the new Project activity - Horizon
- ✓ Assiduity: less than 24H in the last 3 months
- ✓ No sanctions in the last 3 months

To apply, send your Resume and your Ldaps to [zakaria.jalal@majorel.com](mailto:zakaria.jalal@majorel.com) specifying the reference: **TL-Horizon-24** (Internal Use Only)