

## Job Description

POSITION DETAILS			
Functional Designation	Team Leader Collection	Department	Collection
Sub Department		HR Grade	
Location		Reporting Manager	
Job Purpose			
<p>The Team Leader, Tele-calling is responsible for leading and managing a team of tele-callers to achieve sales or customer service targets while ensuring adherence to company policies and procedures.</p>			
Principal Accountabilities			
<ul style="list-style-type: none"><li>• <b>Team Management:</b> Recruit, train, and develop a high-performing tele-calling team.</li><li>• <b>Performance Monitoring:</b> Track and analyze team performance metrics to identify areas for improvement.</li><li>• <b>Coaching and Mentoring:</b> Provide coaching and mentoring to team members to enhance their tele-calling skills.</li><li>• <b>Problem Resolution:</b> Assist team members in resolving customer inquiries or complaints.</li><li>• <b>Policy Enforcement:</b> Ensure adherence to company policies and procedures related to tele-calling.</li><li>• <b>Communication:</b> Maintain effective communication with team members, customers, and other departments.</li><li>• <b>Reporting:</b> Prepare and submit regular reports on team performance and results.</li></ul>			
Desired Profile			
<ul style="list-style-type: none"><li>• Minimum [number] years of experience in tele-calling or a related field, preferably in a supervisory role.</li><li>• Strong leadership and interpersonal skills.</li><li>• Excellent communication and problem-solving skills.</li><li>• Ability to motivate and inspire team members.</li><li>• Knowledge of tele-calling techniques and best practices.</li><li>• Experience with tele-calling software and technology.</li><li>• Demonstrated ability to drive results and achieve targets.</li></ul>			