	JOB DESCRIPTION
epicenter	

Job Title/Role:	Team Leader		
Department:	Operations	**Shift Timings:**	Flexible (6PM – 6AM)
Reporting To:	Assistant Manager	**No. of position:**	01 (One)
Work Location:	Bhayander, Mumbai	**Level / Grade:**	

Type of position:	Management skills:	Total Experience: >6 years
Full Time	• Client Relationship management • Processes • People Management	**Relevant Experience:** >1 year
		Age: >35 years

Suggest search keywords: Team management, Operations, Team Leader

Education requirement:	Other skills:
• HSC/Graduate in any Stream	• Good Communication Skills/ /Problem Solving/People Skills • Empathy, Assertiveness and leadership are key skills for this role • Prior experience in managing operations of more than 46 agents Multi lingual - Knowledge of a south language will be an added advantage if hiring for a process which has linguistic agents.

Roles and responsibilities:

- Responsible for all activities related to the projects handled, allocate resources & set processes, optimizing resources with respect to cost & utilization.
- Plan, implement & monitor deliverables for the teams reporting to him
- Coordinate with other departments for smooth implementation of work
- Responsible for maximizing revenue & minimizing cost.
- Coordination with the Clients, Experience in Client Management and Interaction will be preferred.
- Responsible for Daily Operational Reports.
- Responsible for morale & motivation of the staff.
- Responsible to train & create growth opportunities for Subordinates.
- Managing Employee Relations, conducting Skip Level meetings and improving employee connect
- Ability to liaise with relevant support departments stakeholders
Ability to create an environment of trust and fairness, and drive organizational culture and values

Technical skills:

- Analytical Skills and data analysis using excel
- PowerPoint making & presentation skills
- Readiness to work in various shifts and weekends based on organizational requirements
- Basic understanding of key Financial evaluations and sensitivity to managing process P&L
- Strategy development and knowledge of operational metrics like attrition, service levels etc…
- Should have the ability to create staffing and scheduling models and prepare RCA and improvement action plans
Good negotiation and persuasive skills