

Career Opportunity

Team Lead - Customer Operations (BPO)

JOB SUMMARY

The **Team Lead - Customer Operations (BPO)** manages the day-to-day planning and operation of Amplia's Contact Centre to exceed the required service level and quality standards. This role is responsible for supervising and developing a team of Professionals to ensure a highly knowledgeable and customer-focused team. The Customer Operations Team Lead also acts as the communication conduit between the Amplia Contact Centre Professionals and the Management team.

MAIN RESPONSIBILITIES

- ❖ Delivering service excellence daily in keeping with Amplia's Customer Service Philosophy.
- ❖ Provide daily leadership, support and guidance to the Customer Service and Technical Support Professionals in exceeding established objectives and general coaching to achieve high levels of service consistently.
- ❖ Provide prompt assistance to a team of Professionals with questions related to products and procedures.
- ❖ Create and maintain a high-quality work environment that fosters team commitment and employee engagement.
- ❖ Inspires and motivates the team by constantly communicating with them, being open to opinions and following through on commitments.
- ❖ Resolve escalated customer issues timely and efficiently in order to provide an effective resolution.
- ❖ Ensure updated and correct company information is circulated to the team at all times, to avoid friction, miscommunication and employee dissatisfaction.
- ❖ Assist in the management of staff rosters to meet anticipated business requirements to the agreed standards.
- ❖ Work closely with the Quality Assurance Officer to monitor and evaluate the Contact Centre Professionals' performance including customer service skills, job knowledge and attendance.
- ❖ Identify the system and workflow improvements needed to enhance the team's efficiency.
- ❖ Make recommendations for product and process development based on customer feedback and analysis of same.
- ❖ Assists the manager with daily operation of the call centre to include the development, analyses and implementation of staffing, training, scheduling, and reward/recognition programs.

- ❖ Liaise with other Team Leaders to ensure a consistent approach to management of the team of Professionals.
- ❖ Work closely with the HR Department on all HR-related issues affecting team members including conducting appraisals, confirmations, promotions, enforcing the disciplinary process and terminations.
- ❖ Maintain confidentiality and address personnel issues sensitively and appropriately in accordance with the relevant established procedures.
- ❖ Ensure updating of recordings in the IVR and upload the relevant messages on a timely basis, post coordination with Manager – Contact Center (BPO).
- ❖ Monitor the breaks and login / logout schedules of staff along with occupancy status.
- ❖ Analyse the volume of contacts responded to and abandoned on daily basis to ensure defined service levels are achieved.
- ❖ Prepare and submit daily /weekly/ monthly Reports and Remedial Plans for relevant statistics to the Manager – Contact Center (BPO).
- ❖ Performs the duties of the team of Professionals as needed with the highest level of quality.
- ❖ Recruit and continuously train the team of Professionals.
- ❖ Work in partnership with all other departments to continually increase profitability.
- ❖ Represent the company at company events to sell, demonstrate and provide support on our products.
- ❖ Perform any other duties related to the job function.

REQUIREMENTS

- ❖ BSc. Management or Information Technology or equivalent job knowledge is desired.
- ❖ A minimum of three (3) years previous experience leading or supervising a team of Contact Centre representatives strongly desired.
- ❖ Experience with Cisco or similar product or at least some experience working with ACD applications.
- ❖ Experience in Telecommunications or related field would be an asset.
- ❖ Knowledge of contact centre fundamentals is required.
- ❖ Must possess the ability to be an effective leader and role model for employees.
- ❖ Ability to develop strong rapport with assigned team and provide guidance and counselling.
- ❖ A good understanding of quality customer service principles is necessary for this position.
- ❖ Strong interpersonal skills and the ability to communicate with many different levels of management.
- ❖ Strong analytical, organisational reporting and multi-tasking skills.
- ❖ Strong computer skills and demonstrate proficiency and experience utilising CRM software.
- ❖ Proficient in Word, Excel and PowerPoint for presentations and reports required.
- ❖ Basic typing skills and complete familiarity with a computer keyboard.
- ❖ Excellent time management skills.



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INTERESTED CANDIDATES CAN FORWARD CV TO:

AMPLIA Human Resources at: vacancy@amplia.co.tt no later than May 18, 2023



www.amplia.co.tt