

# Customer Service Team Lead Job Description

Our company is growing rapidly and is looking for a customer service team lead. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for customer service team lead

- Make decisions about the day-to-day operation of the group, including management of work assignments and information between shifts approach regarding workload, equipment, staffing, and scheduling
- Provide team leadership to achieve identified performance metrics and targets
- Through coaching and counseling sessions maintain and improve all areas of performance
- In collaboration with HR assist in the recruitment of new agents
- Conduct performance appraisals and feedback sessions as needed
- Handle reservations/partner escalations as needed
- Assist Operations Manager Customer Service
- Service hotel partners with process, inventory availability, rates, and special offers
- Resolve complaints/issues for both hotels and customers
- Support team through changing team dynamics and amendments to daily work responsibilities

## Qualifications for customer service team lead

- Problem Solving and Decision Making based on observation and/or data analysis
- Ability to work specified schedule
- In most cases, a call center employee should be employed in his or her current position for at least six (6) consecutive months before being eligible for a voluntary position transfer within the Company
- Flexible, able to prioritize and work under pressure
- Bachelor's Degree in business or related field and 4 years' experience or High School diploma/equivalent and 8 years' equivalent work experience
- Understanding of basic accounting principles including payroll, payroll taxes, A/P, A/R, and customer service concepts

# Job Description For Customer Service Lead

**B Lingard**



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