

POSITION DESCRIPTION

JOB TITLE:	Call Centre Team Leader
REPORTS TO:	Manager Commercial – Vanuatu
DIRECT REPORTS:	10+
LOCATION:	Head Office, Bladinere Estate, Port Vila, Vanuatu
PURPOSE OF ROLE	To oversee the call centre operations to ensure service delivery is in line with SLAs and operational requirements of the organisation.

KEY RESPONSIBILITIES

Accountability	Major Activities	Key Metrics
1. Manage day to day operations of the cell centre, chat channel and email channel	<ul style="list-style-type: none"> • Ensure staff numbers are adequate to maintain service delivery. • Monitor and reconcile sick & annual leave requests. • Provide guidance and support to the team. • Ensure service delivery is in line with SLAs. • Monitor call queues. • Monitor emails coming in to ensure turn arounds are in line with approved SLAs. • Monitor 1A queues and clear or assign to staff to clear. 	•
2. Training & staff development	<ul style="list-style-type: none"> • Conduct regular call audits on inbound calls. • Carry out staff performance review in line with SLAs. • Identify performance and service delivery gaps and address through training & coaching and provide feedback to management. • Conduct awareness training on existing and new NF products / services in order to build staff knowledge. 	•
3. Monitoring of service levels & customer support	<ul style="list-style-type: none"> • Monitor inbound call volumes and matching this to staffing numbers. • Conduct audit checks on service level delivery and address gaps. • Carry out quality checks on inbound calls provide feedback to staff. • Conduct quarterly audits on staff product & service knowledge. 	
4. Reporting & performance tracking	<ul style="list-style-type: none"> • Provide monthly reporting to the Manager Commercial on: <ol style="list-style-type: none"> 1. Inbound call volumes 2. Emails processed 3. Other agreed KPI for monitoring • Track and identify gaps that need to be addressed by training. • Monitor staffing attendance, sick & annual leave. • Provide weekly reporting on staff performance vs targets. 	•
5. Customer Complaints	<ul style="list-style-type: none"> • Monitor and investigate complaints received and escalate for action. • Track and report on all customer complaints received and report back to management. • Ensure complaint files are closed in a timely manner. • Address customer complaints through the internal review process. 	•

Updated: September 2022

Call Centre Team Leader | Telephone Sales

6. Additional Tasks	<ul style="list-style-type: none">• Carry out additional tasks allocated by the Manager.• Represent the department at internal meetings if / when required.• Provide cover for team members in the call centre if / when required.	<ul style="list-style-type: none">•
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KEY REQUIREMENTS

Essential:

- Two (2) or more years' experience working in a call centre environment.
- Working knowledge of the Amadeus application – reservations & ticketing.
- Able to work shift hours to maintain operational coverage.
- Strong communication skills both written and verbal.
- Confident in dealing and managing staff with various background.
- Working knowledge of using Microsoft suite of applications.
- Ability to identify solutions to address complaints and issues that have been identified.

Desirable:

- Experience in service monitoring and training.

SPECIAL REQUIREMENTS

- Provide a police clearance
- Agree to undergo random alcohol testing if and when required whilst under employment.

I _____ have read and understood the requirements of this role and have agreed with my line manager to the KPI metrics in this document.