



## ENGAGING SOLUTIONS

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### POSITION DESCRIPTION

<b>Position Title:</b>	<b>Customer Service Representative Team Leader</b>
<b>Reports to:</b>	<b>Call Center Manager</b>
<b>Status</b>	<b>Non-Exempt</b>
<b>Salary Grade</b>	<b>1 (2)</b>

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#### **Position Purpose:**

The Call Center Representative Team Leader providing support and leadership to assigned staff. Is accountable for the delivering high-quality professional customer service in accordance with the mission, core values, and purposes for the assigned client. The position reports to the Call Center Director.

#### **Position Responsibilities:**

- Conduct inbound and outbound call campaigns and line support (i.e. welcome calls, benefit updates, health risk screening).
- Monitors and reports team call volumes.
- Trains, supports, develop, coaches, and motivates Customer Service Representatives.
- Ensures that all customer interactions are handled in a professional and service oriented manner.
- Assist with ensuring that client protocols are being followed.
- Assist with tracking and monitoring the work flow to ensure that all goals are being met
- Investigate and resolve problems and document actions taken.
- Serves as the point of contact to response to escalated calls and issues.
- Assist with the training and coaching of staff.
- Serves as the back-up team lead.
- Back up to Project/Point of Contact.
- Coaching and Development.
- Ensure all interactions with customers are handled in a professional and service oriented manner.
- Explore customer concerns and problems to uncover opportunities for additional sales. Investigate and resolve problems and document actions taken.
- Document in the computer system all members' issues and resolution.
- Meet department expectations & call quota set by Management.

- Log, track and report health risk screenings.
- Ensures that all client reference materials are current and designed to assist with resolving any member inquiries.
- Promote positive relationship with staff, client and customer to ensure to maintain contract.
- Previous supervisor experience preferred.
- Meet department expectations & call quota set by Management.
- Document all call information according to standard operating procedures.

**Knowledge/Experience:**

**Add CSR I and CSR II**

- High school education or equivalent.
- 6 plus years of customer service experience inbound/outbound a call center environment
- Possesses highest level of Call Center skills and knowledge to handle the most complex issues that occur during the workday.
- High degree of call center competency (dialer, KPI, Call Flow).
- Previous experience with dialer, CRM.
- Works well in a team environment and as part of a team.
- Proven record of achieving/exceeding established goals.
- Leadership skills.
- Ability to mentor, coach and train.
- Ability to conduct Q/A.
- Extensive experience and proficiency with Microsoft Suite including (Excel, spreadsheet and database).
- Client engagement.
- Demonstrates customer service orientation.
- Able to read, interpret, and use forms and other visual instructions in order to perform required work.
- Proactive in anticipating and alerting others to problems with projects or processes.
- High level of detail orientation and accuracy.
- Takes initiative and needs little supervision.
- Able to prioritize, organize tasks and time, and follow up. Performs responsibilities efficiently and timely.

**Competencies Required:**

Integrity

Flexibility

Critical Thinking

Strong Verbal Communication Skills

Excellent Phone Skills

Advanced Computer Skills

Multitasking Capability

Customer Service Driven

Ability to Build Customer Loyalty

Strategic Working Relationships

Contribute to Team Success

Relies on instructions and pre-established guidelines to perform job functions and accomplish goals.