

Customer Service Team Leader Job Description

- Provide customer service to customers in a professional manner and ensure that they receive the best possible service
- Ensure that all calls are answered within an appropriate time frame, and that any problems or issues with your account are resolved as quickly as possible
- Follow up on outstanding issues and resolve them promptly
- Maintain a high level of knowledge about company products and services
- Provide feedback and suggestions regarding improvements to company processes and systems
- Attend meetings and other events as required
- Resolve complaints from customers and provide solutions to their queries
- Adhere to company policies and procedures
- Hire, train and motivate staff appropriately
- Align self with the business strategy and objectives
- Manage performance effectively.