

# Home Depot Service Desk Lead Job Description

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- Monitor and assess the work of other service desk leads to improve customer experience
- Plan and organize the workspace, hours, and shift assignments
- Assist in handling customer inquiries both in person and over the phone
- Participate in periodic annual reviews with store management
- Maintain a service desk to ensure an organized space for customers to interact with employees
- Perform routine tasks, such as stocking shelves, replenishing supplies, and getting merchandise ready for shipment
- Cooperate with different departments when necessary or requested to complete tasks
- Assign different leads to routes and ensure they meet daily quotas
- Check work at the end of each day and handle any problems or complaints
- Ensure that all service desk leads adhere to Home Depot standards and rules, as well as all safety guidelines
- Communicate with other home depot workers using a radio or personal phone
- Address customer complaints and concerns over the phone, in person, or by email
- Perform other duties as assigned.