

## Team Lead Csr

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Company: Velorium Pvt Ltd

Location: Lahore

Category: other-general

Responsibilities:- This position is responsible for supporting; coaching; developing and supervising team of CSRs- Ability to guide individuals toward goal achievement using negotiation, teamwork / collaboration, motivation and staff development skills including the ability to act as a role model within the organization.- Ability to demonstrate innovation and good judgment / problem solving skills when making decisions.- Ability to establish a course of action for self and others to accomplish a specific goal while using appropriate resources.- Ability to coach, develops action plans, which maximize performance and provide effective feedback.- Proven ability to analyze and improve work processes and policies- Excellent customer service / support skills, ability to work well under pressure, professional demeanor and strong written and oral communication skills.- Must have proficiency with various software applications programs including Microsoft Word, and Excel.

Job Specification Requirements:- Candidate must possess at least a Bachelor's/College Degree in any field, Call Centre Certification is a plus.- Minimum 2-3 years of experience as a team leader in a technical program

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