



## **JOB DESCRIPTION**

**“Private & Confidential”**

<b>Job title</b>	<i>Customer Service Team Leader</i>
<b>Reports to</b>	<i>Customer Service Supervisor</i>

### **Job Overview**

A Customer Service Team Leader is responsible for providing quality and efficient customer service to customers through daily management of a team of employees, assisting the manager with development, analyses and scheduling reward programs.

### **Duties and Responsibilities**

- Provides Daily direction and communication to employees so that customer service calls are answered in a timely, efficient and knowledgeable manner
- Communicate with customers via phone, email or Skype
- Provides continual evaluation of processes and procedures.
- Resolve complaints and issues
- Provides statistical and performance feedback and coaching on a regular basis to each team member.
- Is available for employees who experience work and/or personal problems providing appropriate coaching, counseling, direction and resolution.
- Writes and administers performance reviews for skill improvement.
- Ensures employees have appropriate training and other resources to perform their jobs.

### **Qualifications**

- Required to live in Manila, Philippines
- Bachelor’s Degree in any relevant field
- Required language(s): English and Chinese (Mandarin) both in written and oral
- At least 3-year experience in providing customer service support
- Working knowledge of customer service software, databases and tools
- Awareness of industry’s latest technology trends and applications
- Strong client-facing and communication skills
- Customer service orientation