

<b>Name of the Course/Job Role</b>	<b>Team Leader Operations in IT/ITeS</b>
<b>Job Description</b>	<b>Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• To effectively manage team of Agents for constant performance achievements &amp; service levels.</li> <li>• Ensure high customer satisfaction levels through his or her team</li> <li>• Ensure effective work process execution for improving customer interactions</li> <li>• Constantly monitor &amp; review performance metrics for achievement of objective &amp; ensure coaching and counselling to team-members</li> <li>• Effectively manage shift operations, ensure Schedule adherence and shrinkage</li> <li>• Ensure High Retention in Team</li> <li>• Monitor &amp; Optimize resource utilization</li> <li>• Ensure accurate resolution &amp; updation of the CRM with changes and status of each Customer query/ resolution</li> <li>• Appropriate escalation of unresolved complaints</li> <li>• Ensure adherence with Process &amp; Code of Conduct</li> <li>• Contribute inputs towards continuous improvement practices</li> <li>• Collate data &amp; generate MIS report</li> </ul>	<ul style="list-style-type: none"> <li>• Identify the activities of all the team members</li> <li>• Categorize the activities of all the team members for appropriate performance</li> <li>• Develop a suitable mechanism to manage team of agents for constant performance achievements &amp; service</li> <li>• Ensure high customer satisfaction levels through his or her team</li> <li>• Verify whether suitable method is applied for customer satisfaction</li> <li>• Verify the meeting of targets regarding customer satisfaction</li> <li>• Ensure effective work process execution for improving customer interactions</li> <li>• Categorize the work processes for improving customer interactions</li> <li>• Apply the suitable work process for improving customer interactions</li> <li>• Execute appropriate work process for improving customer interactions</li> <li>• Identify performance metrics for achievement of objectives</li> <li>• Evaluate the performance of team-members</li> <li>• Ensure regular coaching and counselling to team-members</li> <li>• Effectively manage shift operations, ensure Schedule adherence and shrinkage</li> <li>• Categorize the people and tasks to handle shift operations</li> <li>• Organize the team to ensure schedule adherence and shrinkage</li> <li>• Coordinate the activities effectively with the team members</li> <li>• Monitor &amp; Optimize resource utilization</li> <li>• Categorize different resources available</li> <li>• Assess different resources available</li> <li>• Adapt appropriate resources</li> <li>• Ensure accurate resolution &amp; updation of the CRM with changes and status of each Customer query/ resolution</li> <li>• Identify the changes required in CRM</li> <li>• Apply the modified CRM</li> <li>• Appropriate escalation of unresolved complaints</li> <li>• Identify various unresolved complaints</li> <li>• Organize the escalation of unresolved complaints</li> <li>• Ensure adherence with Process &amp; Code of Conduct</li> <li>• Verify the adherence with all the Processes associated</li> <li>• Verify the adherence with all the Codes of Conduct</li> <li>• Contribute inputs towards continuous improvement practices</li> <li>• Choose suitable inputs towards continuous improvement practices</li> <li>• Plan the implementations of inputs</li> <li>• Collate data &amp; generate MIS report</li> <li>• Correlate data with regard to all operations</li> <li>• Prepare various MIS reports under your purview</li> </ul>