



Job Description

Job Title: Team Leader – Support and CRM

Reporting to: Assistant Manager

Division/Department: Support & CRM

Location: Mumbai (HO)

Experience: 4-6 years

Education: Graduation

Language: English, Hindi, Marathi

General Description

The candidate should be responsible for leading and managing a team of individuals to achieve predetermined goals and objectives of the organization. Also should be able to provide guidance, support and mentorship to team members, ensuring a positive work environment.

Competencies required

Functional / Technical Competencies:

1. Team Management
2. Issue Resolution
3. Process Enhancement
4. Knowledge Management
5. Reporting and Analytics
6. Collaboration
7. Emotional Intelligence and Decision Making
8. Team Building and Team Retention
9. Adaptability and Time Management
10. Grievances Handling

Behavioral Competencies:

1. Customer centricity
2. Emotional Quotient
3. Execution Excellence
4. Communication Skills (Written & Verbal)

Job Responsibilities:

1. **Team Management:**
 - Lead a team of support staff, including assigning tasks, monitoring workloads, and ensuring the timely completion of tasks.
 - Provide guidance, training, and mentorship to team members to enhance their skills and professional development.
 - Conduct regular performance evaluations and provide feedback to team members, recognizing achievements and addressing areas for improvement.
 - Positive and collaborative team culture, promoting teamwork, morale, and a customer-centric approach.
2. **Issue Resolution:**
 - Ensure prompt and accurate resolution of customer problems, escalating complex issues when necessary.
 - Monitor and analyze customer feedback to identify recurring issues and develop strategies for improvement.
 - Maintain a high level of customer satisfaction by delivering excellent support services and managing customer expectations.
3. **Process Improvement:**
 - Continuously evaluate existing support processes and workflows to identify areas for improvement.
 - Streamline support procedures to enhance efficiency, reduce response times, and increase customer satisfaction.
 - Collaborate with other departments, such as product, development or quality assurance, to address recurring customer issues and drive improvements in products or services.
 - Implement appropriate tools and technologies to automate support processes and enhance productivity.
4. **Knowledge Management:**
 - Develop and maintain a comprehensive knowledge base or documentation system to ensure accurate and up-to-date information for the support team.
 - Provide training and resources to team members to enhance their product/service knowledge and troubleshooting abilities.
 - Identify knowledge gaps and work with relevant authorities to fill those gaps through training programs or resource development.
5. **Reporting and Analytics:**
 - Collect and analyze support-related data, such as ticket volumes, response times, resolution rates, and customer feedback.
 - Prepare regular reports and metrics to track team performance, identify trends, and provide insights to management.
 - Utilize data-driven insights to make informed decisions, optimize resource allocation, and improve overall support operations.
6. **Team Building and Team Retention:**
 - To possess strong team-building skills.
 - To foster collaboration, promote a sense of unity and camaraderie within the team, and leverage individual strengths to create a high-performing team.
 - To build/promote a sense of unity and mutual understanding within the team and should be good at retention of any team member if needed.

7. Collaboration:

- Collaborate with other departments, such as sales, marketing, or product teams, to share customer insights and contribute to product/service enhancements.
- Connect on regular basis with other team leaders or managers to ensure seamless coordination, knowledge sharing, and alignment of goals.
- Effectively communicate updates, changes, and best practices to the support team, ensuring clear and consistent messaging.

8. Emotional Intelligence and Decision Making:

- To empathize team members, create positive work environment and supportive environment.
- To analyze information, consider various perspectives, evaluate risks, and make sound decisions in a timely manner.

9. Adaptability and Time Management:

- Should be open to change, able to adjust plans and strategies as needed, and support team members in navigating transitions.
- Should be able to allocate resources efficiently and manage their own time as well as that of the team members.

10. Grievances Handling:

- Should be an active listener and able to create an open communication environment ensuring that team members know they can approach the team leader with any issues they may have.
- Offer support to the team member raising the grievance, ensuring they feel heard/understood and determine appropriate actions based on the findings of the investigation and the nature of the grievance.
- If necessary, should be able to escalate the matter to higher management or HR, following established protocols and procedures very diligently.