



JOB DESCRIPTION – TEAM LEADER

1. Sales

- a. Lead generation – focus on generating quality leads from MHD/Post Pack /Birthday/Anniversary calling etc
- b. Focus on quality calling
- c. Meeting program/team sales targets
- d. Sales calling for minimum 4 hours daily to effectively contribute towards the team target/goal

2. Human Resources

- a. Provide leadership to the team
- b. Training/mentoring/coaching of new recruits as well as existing team members
- c. Responsible for motivating telemarketers to enhance program sales, increase productivity and generate revenue
- d. Team management/conflict management
- e. Control Attrition by sharing effectively and timely feedback/improvement plan with the team
- f. Participate in the teams Appraisal process and recommendations

3. Member Help Desk Management

- a. Control and Manage customer/member complains/escalations by providing timely resolutions. All follow up calls must be made in a timely manner as per defined SLA's

4. Policies and Guidelines

- a. The teams must follow established Company / Statuary Policy with respect to DNC and Mobile Calling.
- b. Diligently follow all company policies/procedures/control process etc at all times
- c. Maintaining confidentiality of all data / information gathered during work
- d. Must follow office discipline in terms of attendance, timings, security policy, data confidentiality and other office policies and guidelines at all times. Leaves must be approved in advance.
- e. Escalating any issue in the Program which does not adhere to Company Policy immediately to the Executive Manager/Management Team.