

## Call Centre Team Leader

Bayside Group • Parramatta NSW 2123

 *Not provided*

 Work type  
Full Time

 Contract type  
Permanent

### Skills

MICROSOFT WORD

LEADERSHIP SKILLS

OPERATIONS

### Full job description

A temporary contractual opportunity for Call Centre Team Leader with NSW Govt based out of Parramatta/Remote.

The Assessment/Call Centre Team Lead manages and improves the ongoing operations and systems of the Assessment/Call Centre team to provide high quality, end-to-end advisory and customer services to deliver Assessments .

#### The duties of the role will include:

- Lead an Assessment/Call Centre Team to manage the processing of Assessment.
- Ensure that the team provide an outstanding experience to all customers and stakeholders.
- Monitor, review and project budgetary allocations to track expenditure of program funding.
- Collaborate with customer service delivery partners to build strong working relationships, and implement Service Level Agreements.
- Assist the Manager in developing KPIs for the Assessment/Call Centre Team, mentor and guide the team.
- Provide the Senior Team Lead with operational insights, including preparation of reports.

#### To be successful in this role, you will have:

- Previous Team Lead experience within a high-volume call centre environment.


### Job details

 Date posted  
**28 Sep 2021**

 Expired On  
**28 Oct 2021**

 Category  
**Customer Service & Call Centre**

 Occupation  
**Contact & Call Centre**

 Base pay  
**Not provided**

 Contract type  
**Permanent**

 Work type  
**Full Time**

 Job mode  
**Standard hours**

 Industry  
**HUMAN RESOURCE**

 Sector  
**GOVERNMENT  
PRIVATE BUSINESS**

 Work Authorisation  
**AUSTRALIAN CITIZEN /  
PERMANENT RESIDENT**

 Company size  
**201 to 1000**

- Strong customer focus, demonstrating the ability to have a caring and sensitive approach.
- Experience facilitating ongoing system improvements.
- Strong leadership skills, managing, coaching and leading a team
- Ability managing diverse stakeholders' expectations.
- Managing competing demands and meeting timeframes in a complex environment.

If you are an excellent Call Centre Team Leader with extensive experience working in fast paced environment and you are looking for a new opportunity to join a government organisation to demonstrate your knowledge and experience, do not miss this opportunity. **APPLY NOW!**

To submit your application in strict confidence, click the 'apply' button. Please submit your resume in "Word" format only. If you require further information, please contact Sabbir Sharif on 02 9919 6969.

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