

Call Centre, Team Leader

Responsibilities:

- To carry out daily management activities for technical support
- To monitor, coach and motivate the agents to achieve KPI
- To constantly monitor and manage performance of agents and team
- To manage work schedule and standard operating procedures
- To manage clients' expectations and ensure deliverables are achieved

Requirements:

- Able to lead and manage a team of 5-10 agents
- Minimum 8 years of relevant working experience
- Excellent interpersonal skills
- Good communication skills in English and Bahasa Malaysia