Infosys Recruitment 2023 – 2+ Years Experience Required – BPO Team Leader Post

Hiring organization
Infosys

Date posted
March 29, 2023

Valid through
31.12.2025

APPLY NOW

Job Location
India
Remote work from: India

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Base Salary
Rs. 18,000 - Rs. 27,000

Qualifications
10th, 12th, Graduate

Employment Type
Full-time

Experience
2+ Years Experience Required

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Description

Infosys Recruitment 2023

The BPO Team Leader is responsible for the overall operational and financial performance of the team. This includes meeting or exceeding service level agreements, budgetary objectives, and quality goals.

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The Team Leader also oversees the recruitment and training of staff, and develops and implements process improvements.

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Responsibilities:

-Manage daily operations of the team to ensure that service level agreements are met
-Manage staff and resources to optimize efficiency and achieve budgetary objectives
-Monitor and report on team performance, including quality and turnaround times
-Develop and implement process improvements

-Ensure compliance with company policies and procedures

Requirements:

-3-5 years of experience in a leadership role within a BPO setting
-Proven track record of meeting or exceeding service level agreements and budgetary objectives
-Strong knowledge of contact centre operations and processes
-Experience in managing staff and resources to optimize efficiency
-Strong problem solving and analytical skills
-Excellent communication skills

Important Links **Find the Link in** [Apply Now]() **Button**

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