



Co-Lead

Job Scope

The co-leads are responsible for overseeing and assisting team members in supporting their respective customers. They ensure that everyone is properly fulfilling their duties. The co-leads also manage the workload of the service coordinators who are under their supervision. They play a crucial role in the development of the service coordinators.

Responsibilities

- Conduct in-depth analysis of performance metrics and KPIs for assigned coordinators, identifying areas for improvement.
Implement strategies to enhance team performance and ensure the achievement of customer expectations.
Address customer escalations and communications promptly and effectively.
Escalate complex issues to the Team Lead as necessary, providing comprehensive resolutions.
Ensure proper training programs are continually delivered to team members.
Facilitate the onboarding process for new hires, setting them up for success within the team.
Manage a large service dashboard, ensuring real-time visibility into team activities.
Implement improvements to streamline dashboard management for increased efficiency.
Develop a comprehensive strategy that empowers team members to serve clients better and consistently meet customer KPI targets.
Foster a culture of continuous improvement within the team.
Assign tasks to team members based on individual strengths and workload distribution.
Delegate responsibilities effectively, promoting a balanced workload among team members.
Communicate clear and concise instructions to team members, fostering a collaborative and results-oriented environment.
Facilitate regular team meetings to discuss goals, address challenges, and provide updates.
Manage the seamless flow of day-to-day team operations, ensuring tasks are completed promptly and efficiently.
Implement process improvements to optimize workflow and increase overall productivity.
Create and distribute detailed reports to update the Team Lead on progress.
Provide insights into key team performance indicators, challenges, and successes.
Collaborate closely with the Team Lead to align strategies and ensure the team's overall success.
Provide valuable input and contribute to the development and execution of team goals.
Proactively address conflicts within the team, fostering a positive and collaborative work environment.
Implement conflict resolution strategies to maintain a harmonious team dynamic.
Stay abreast of industry best practices and trends related to team management and customer support.
Implement ongoing learning and development opportunities for team members to enhance their



skills.

Requirements

- Completed Co lead training
Service Coordinator Level 3
Experience in Electrical Service or related fields
Strong communication skills and industry fluency
Ability to manage multiple types of work order types.
Excellent organizational skills
Ability to flourish with minimal guidance, be proactive, and handle uncertainty • Proficient in Word, Excel, Outlook, and PowerPoint
Comfortable using a computer for various tasks
Completed 90% of all assigned FSG learning courses
Actively pursues higher education, either industry-focused or other courses

As an EEO/Affirmative Action Employer all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, veteran status.