



## Senior Team Lead

### Job Scope

The Senior Team Leads supervises and facilitates the team's involvement to ensure each person is properly taking care of their appointed customers. Generally, they are responsible for a large group that consists of Co-Leads who help and assist the Service Coordinators.

### Responsibilities

- Directs and supports the day-to day activities of a team's operations through subordinate co-leads and coordinators.  
Implements team procedures to enhance the customer experience, develop expertise, and creates an environment for innovation.  
Evaluates current team operational processes.  
Monitors performance against the customers and internal KPI's and works with their Co-Leads and Department Manager in developing reporting and auditing processes used to analyze the team's operational effectiveness.  
Provides input to strategic decisions that affect the functional area of responsibility  
Effectively resolve escalated issues arising from the team's operations  
Handle all HR functions assigned downline. Including career development, time cards etc.  
Generates opportunities for future team and company growth  
Prepares monthly, quarterly, and annual reports for Service Manager and account managers  
Take a lead role in developing new business proposals and presentations that create and nurture opportunities and partnerships  
Assist in mentoring current Team Leads as well as future service department team leaders

### Requirements

- As a leader reflects the standard Team Lead job description.  
Must have a proven track record of developing their downline support team members. A perspective of training is an essential key trait.  
Must have a proven track record of forming relationships with customers, internal company peers, leaders and account managers.  
Advanced experience in Electrical Service or related fields.  
Expert communication skills and industry fluency.  
Ability to manage multiple types of scopes of work.  
Excellent organizational skills  
Ability to flourish with minimal guidance, be proactive, and handle uncertainty  
Proficient in Word, Excel, Outlook, and PowerPoint  
Proven track record as a Team Lead or other equal position within the industry.

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.