



Team Lead

Job Scope

This role oversees and encourages team members to actively contribute to ensure that each person is correctly offering assistance to their respective customers. They are also responsible for ensuring that the workload of the Service Coordinators they are in charge of is handled correctly. They are a crucial part of the growth of the Service Coordinators.

Responsibilities

- Managing the dashboard for coordinators that have been assigned to it.
Responding to customer inquiries and resolving escalated issues.
Monitor KPI and aging to ensure customer expectations are being maintained
Ensure proper training is continued and new hires are set up for success
Manage a large service dashboard
Develop a strategy that the team members can use to serve the client better and maintain the customer's KPI targets.
Assign tasks to team members.
Communicate clear instructions to team members.
Oversee the daily operations of the team.

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
The capacity to thrive with limited instruction, take the initiative, and deal with ambiguity.
Proficient in Word, Excel, Outlook, and PowerPoint
Proficient in operating a computer to accomplish multiple objectives.
Completed 90% of all assigned FSG learning courses
Pursues further learning with an emphasis on either professional training or other academic subjects.