

## JOB DESCRIPTION

### Team Leader, Call Centre

#### Purpose

The Team Leader – Call Centre is responsible for the day-to-day supervision, performance, and continuous improvement of FinCorp's call centre operations. This role ensures delivery of high-quality customer service, efficient call handling, and achievement of defined KPIs within the new UCaaS (Unified Communications as a Service) environment.

As part of FinCorp's Customer Engagement Transformation, the Team Leader will drive a culture of service excellence, digital adoption, and compliance—positioning the call centre as a high-performing customer contact hub and strategic enabler for business growth.

This role serves as a key feeder position into future roles such as Call Centre Manager, Customer Experience Manager, or Operations Manager, aligned with FinCorp's telephony modernisation roadmap.

#### Role Dimensions

- **Reports to:** Head of Operations
- **Department:** Transformation
- **Location:** Head Office
- **Direct Reports:** 3

#### Person Specifications

- Diploma or Degree in Business, Communications, or related field.
- Minimum 3–5 years' experience in call centre supervision or customer operations.
- Strong understanding of telephony platforms (UCaaS / Bitrix24).

#### Core Competencies

- Passionate about delivering excellent service and customer outcomes.
- Empowers and motivates team members to achieve individual and collective goals.
- Uses data to drive performance improvement and decision-making.
- Strong interpersonal and written communication skills.
- Anticipates challenges and implements practical solutions.
- Thrives in a dynamic, fast-changing, technology-driven environment.
- Upholds data privacy, risk management, and ethical conduct standards.

- Proficiency in MS365 and CRM tools.
- Experience with KPI dashboards, call analytics, and workforce planning tools.

## Key Performance Indicators

- First Call Resolution (FCR)
- Average Handle Time (AHT)
- Missed Calls
- Agent Productivity
- Call Recording Compliance

## Role Specific Areas of Responsibility

Operational Leadership	<ul style="list-style-type: none"> <li>• Lead and manage daily call centre operations to ensure efficiency, professionalism, and timely resolution of customer enquiries.</li> <li>• Monitor real-time dashboards and allocate resources accordingly.</li> </ul>
Performance Management & Reporting	<ul style="list-style-type: none"> <li>• Track team and individual KPIs including FCR, AHT, and Missed Calls.</li> <li>• Conduct weekly reviews and maintain dashboard reports.</li> </ul>
People Development	<ul style="list-style-type: none"> <li>• Supervise and mentor Call Centre Agents; conduct regular training.</li> </ul>
Customer Experience & Quality	<ul style="list-style-type: none"> <li>• Ensure consistency in call quality and lead continuous improvement initiatives.</li> </ul>
Systems & Compliance	<ul style="list-style-type: none"> <li>• Champion use of the UCaaS platform and ensure compliance with recording and retention policies.</li> </ul>
Collaboration & Stakeholder Engagement	<ul style="list-style-type: none"> <li>• Liaise with Sales, Credit Solutions, Marketing, PMO and IT to support outreach campaigns and operational alignment.</li> </ul>