

Team leader vacancy

This is an opportunity to become part of the founding team and participate in a fast paced and high growth environment. The company is a predominantly outbound based debt counselling call centre also offering financial products such as insurance. The position is for a strong individual who will lead, manage and guide a team of Debt counselling call centre agents to reach required sales targets.

Key Deliverables

The successful candidate will be expected, but not limited to deliver the following: * Leading and managing a team of Debt counselling call centre agents * Performance Management, coaching and developing team. * Drive staff to achieve required targets and is accountability for teams overall sales targets * Assessment of agent calls - QA. * Assisting with interviews & Role plays. * Dealing with escalated queries/problems. * Ensuring continual communication between management and staff. * Adhere to and enforce internal policies. * Inspire, motivate and support team.

Personal Attributes and Skills

Competencies: * Excellent verbal and numeric communication skills * Sales Orientated * Quality driven * People-focused * Quality driven * Attention to detail * Strong Interpersonal Skills * Strong Leadership skills * Problem solving skills * Decision making skills * Stress tolerance * Excellent time management skills * Organizational awareness * Ability to work within a team and drive team culture.

Qualifications & Experience

Grade 12 – essential * 2 years outbound sales experience – essential * 2 years management/leadership experience – essential * Proficient in English – essential (writing, reading, speaking) * Bi-lingual – advantage (writing, reading, speaking) * Debt counselling knowledge/ experience – advantageous * Computer literate - MS Office, especially Excel – essential.

Location:

Pinelands, Cape Town. Close proximity to train and bus stations.

Work hours:

Monday to Friday 08h00 – 16h30 (shifted 8 hours per day – dependant on the business need)

Saturday 08h00 – 14h00 (as and when required)

Remuneration:

Market related basic Salary.