

Turkey Jobs Expertini®

English Speaking Team Leader

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Company: TELUS International

Location: İstanbul

Category: other-general

Do you want to enhance your digital customer service career by joining one of the top e-commerce brands in the furniture industry worldwide?

If your answer is “YES” – join the leader of the CX (Customer Experience) sector TELUS International Türkiye!

We are looking for an English Speaking Team Leader who has the following criteria and will add strength to our team.

Job Description

Providing mentorship, guidance and development to the team

Leading a team through an exciting transition to build aspects as problem solving, critical thinking, analytical and technical capabilities

Establishing team goals and working with direct reports on strategies for results development

Delivering projects involving quantitative analysis, industry research, and strategy development

Identifying actionable insights, suggesting recommendations, and influencing team strategy through effective communication

Advocating for users within their market, partnering with global and cross-functional teams to develop global solutions

Requirements

Ability to lead and motivate employees

Distinctive strengths in the areas of communication and knowledge of key performance indicators

Composure, patience and solution-oriented approach to conflicts

Very good English language proficiency

Sophisticated handling of MS Office, especially Excel

Strategic thinker with strong analytical and creative problem-solving skills

Structured and independent way of working

Our Advantages

Competitive salary package

Performance and night shift bonuses

Private health insurance and meal card

Shuttle/road fee for office work

Stable job and career development opportunities

Dynamic and supportive team

Flat hierarchical work order in an international structure

Referral bonuses

About Us: TELUS International Türkiye is a leading customer experience and digital solutions provider with over 2,000 team members in Izmir and Istanbul. We design, build and deliver next-generation digital solutions to enhance the customer experience (CX) for global and disruptive brands. TELUS International has almost 70,000 team members across 28+ countries, providing customer service at its best in more than 50 languages for 600+ international and well-known partners. The company's services support the full lifecycle of its clients' digital transformation journeys, enabling them to more quickly embrace next-generation digital technologies to deliver better business outcomes. Fueling all stages of company growth,

TELUS International partners with brands across high growth industry verticals, including tech and games, communications and media, eCommerce and fintech, banking, financial services and insurance, healthcare, and travel and hospitality.

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