

## International Account Team Leader

[Apply Now](#)

Company: Vodafone

Location: Istanbul

Category: other-general

### **Role purpose:**

To be accountable for Managing, coaching, leading and motivating a team up to 15 advisors/agents, coordinating activities in line with department targets and performance levels, Communicates company goals, safety practices. Provides help to management, including hiring and training, and keeps management updated on team performance. whilst continually looking at potential improvements to departmental processes

### **Key accountabilities and decision ownership:**

Accountable for coaching, leading performance and motivating team and recognition, also ensuring all team adhere to VOIS policies and prosedures

Facilitate performance reviews using the "Performance Dialogue" Framework for team members by conducting 1 to 1s to conduct feedback based on quality feedback.

Be responsible for the real time activity and agent productivity within the Contact Center and be part of preparation and implementation of operational plans

Understand and interpret organisational and departmental strategy requirements in briefings and team meetings for any updates when it comes to processes and knowledge

Driving performance and working with poor performers to achieve agreed KPIs, monitoring and flagging any compliance gaps and violations, UPL, Adherence.

### **Core competencies, knowledge and experience:**

Ability to present value added solutions to Customers

High emotional intelligence and soft skills with the ability to manage employees

Achieves goals in a timely manner while discipline & strict compliance with policies & procedures.

Ability to learn, seek knowledge and self-development.

Experience in a multi-system environment.

**Must have technical / professional qualifications:**

German Level – C2 Speaking Proficiency

Must have experience of 1- 2 years within a customer Care environment

Strong verbal communication skills.

High problem solving skills.

Proficiency in using MS Office applications is a plus.

Strong reporting and analysis skills.

Run NPS analysis and KPIs gaps to Operations managers on individual and team performance against KPIs

Train agents to identify the upsell and cross sell opportunities

Identifying and addressing any people issues and being a pillar of support for the team members

Demonstrates a positive, enthusiastic, friendly attitude.

**#movewithus #\_VOIS #VOISTR**

**#LI-Remote**

[Apply Now](#)

## Cross References and Citations:

1. International Account Team Leader MelbournejobsJobs Istanbul Melbournejobs ↗
2. International Account Team Leader BelgiumjobsJobs Istanbul Belgiumjobs ↗
3. International Account Team Leader BollywoodjobsJobs Istanbul Bollywoodjobs ↗
4. International Account Team Leader Architecturejobs Jobs Istanbul Architecturejobs ↗
5. International Account Team Leader Expertiniworldtech Jobs Istanbul Expertiniworldtech ↗
6. International Account Team Leader Internjobs Jobs Istanbul Internjobs ↗
7. International Account Team Leader FindurgentjobsJobs Istanbul Findurgentjobs ↗
8. International Account Team Leader Kazakhstanjobs Jobs Istanbul Kazakhstanjobs ↗
9. International Account Team Leader Visualcontentcareeropportunities Jobs Istanbul Visualcontentcareeropportunities ↗
10. International Account Team LeaderVenezuelajobs Jobs Istanbul Venezuelajobs ↗
11. International Account Team LeaderSeasonaljobs Jobs Istanbul Seasonaljobs ↗
12. International Account Team LeaderDentistjobs Jobs Istanbul Dentistjobs ↗
13. International Account Team LeaderNodejobs Jobs Istanbul Nodejobs ↗
14. International Account Team LeaderUkrainejobs Jobs Istanbul Ukrainejobs ↗
15. International Account Team LeaderNgojobsJobs Istanbul Ngojobs ↗
16. International Account Team LeaderBerlinjobsearch Jobs Istanbul Berlinjobsearch ↗
17. International Account Team LeaderSearchukjobs Jobs Istanbul Searchukjobs ↗
18. International Account Team LeaderLondonjobscareer Jobs Istanbul Londonjobscareer ↗
19. International account team leader Jobs Istanbul ↗
20. AMP Version of International account team leader ↗
21. International account team leader Istanbul Jobs ↗
22. International account team leader Jobs Istanbul ↗
23. International account team leader Job Search ↗
24. International account team leader Search ↗
25. International account team leader Find Jobs ↗

Source: <https://tr.expertini.com/jobs/job/international-account-team-leader-istanbul-vodafone-28a5cb5602/>

Generated on: 2024-04-30 by Expertini.Com