

Example job description

This section gives the applicant an idea of where the job fits within the organisation and who they can expect to work and liaise with.

This section states the function of the job.

- » You want to answer the question 'Why does this position exist?'

This section establishes an understanding between you and your future employee about what you expect of them.

- » Setting out deliverables or outcomes means that key responsibilities are realistically achievable and accomplishments can be measured.
- » This part of the job description often forms the foundation of a performance assessment document.
- » Different organisations may use different names for Key responsibilities eg, tasks, duties, competencies, success indicators.

Job title Team Leader

Team Inbound Contact Centre, Wellington

Reports to Customer Service Manager

Direct reports Contact Centre Operator team

Key relationships

internal: Marketing Manager, Operations Manager

external: customers

Role purpose

The Inbound Contact Centre Team Leader manages and leads a team to ensure that customer services meet client needs as well as the standards of a national service delivery model.

Key responsibilities	Deliverables/outcomes
Team leadership	<ul style="list-style-type: none"> • ensure team members have individual performance plans • monitor team performance and conduct regular appraisals • manage training and development of team members.
Customer service	<ul style="list-style-type: none"> • ensure team members understand customer needs and deliver the expected outcomes • regularly review work processes for areas of improvement.
Operational management	<ul style="list-style-type: none"> • develop team programmes that support the organisation's business strategy • monitor and report on progress towards achievement of plans and strategies • foster a customer-focused working environment, with clear responsibilities and expectations for team members.
Relationship management	<ul style="list-style-type: none"> • develop and maintain collaborative relationships with key clients • establish and maintain active and constructive relationships with other teams in the organisation.
Health and safety	<ul style="list-style-type: none"> • ensure staff are informed of and trained in safe practices and procedures in their specific areas of work.

Example job description

This section sets out the experience, characteristics and competencies you think an applicant should have in order to perform the role and fit into the organisation.

» Remember that skills are not the only thing that makes someone the right employee. Skills can be learned, but a person's attributes – that make them fit in and work well with the others in the organisation – can't be learned.

Person specification

Essential skills:

- at least 2 years' experience managing a customer service team
- strong motivational and empowerment skills
- strong communication skills
- strong relationship management skills.

Essential attributes:

- possesses managerial courage
- takes initiative
- works well with all kinds of people
- remains calm under pressure.