



## Job Description

### Summary

The Patient Care Team Lead role requirements are to ensure individual agents are performing against targets, while reviewing their performance and coaching them to do so. This individual is responsible for the quality, statistics, and training of their team members. The Team Lead must have the ability to multi-task, be detail-oriented and be able to problem solve in order to effectively coach his or her team members.

### Responsibilities:

- Help solve problems and answer questions that affect the service, efficiency, and productivity.
- Ensuring agents acquire and maintain appropriate interpersonal skills and extensive product knowledge of the full range of products and services.
- Ensure agents adhere to company policy, i.e. attendance.
- Complete at a minimum one quality session bi-weekly per agent, or per week on those that require further training including live calls (side by sides) and recorded calls.
- Ensure quality sheets are filled out per session and saved in the employee file.
- Provide a monthly report for the team to the CCM (including after call work, total calls that are inbound and outbound, total missed calls, average speed to answer, away, break times, utilization, and special projects).
- Training new members to the team with the assistance of the CCM.
- Organize special projects approved by CCM.
- Assist with calls in queue when volumes are high.
- Help to optimize procedures, and find ways to motivate agents.
- Organize weekly team meetings.
- Provide team schedules.
- Ensure agents have proper and correct resources available to them.

### To be considered for this role, you must have:

- Effective team leadership skills, with a strong focus on team requirements and processes.
- Effective customer service skills.
- Must have background experience within a call centre environment.
- Outstanding problem-solving skills with the ability to analyze situations and act in alignment with company policies effectively.
- Able to identify key issues; creatively and strategically overcome internal challenges or obstacles.
- A clear and solid understanding of personnel policies, practices, and procedures and other faced by the organization.
- Effective attention to detail and a high degree of accuracy.
- High level of integrity, confidentiality and accountability.

**To Apply: Please send your cover letter and resume, quoting the name of the position and location in the subject line to [resumes@naturalhealthservices.ca](mailto:resumes@naturalhealthservices.ca).**