
Service Response Center Team Lead US4042

Job Overview:

The Service Response Center (SRC) Team Lead will be responsible for performing all of the duties of a Service Response Center Agents while also serving as the senior-most, non-management team member of the Service Response Center. The focus of the SRC Team Lead will be to promote delivery of the ultimate customer experience for customers, and employees through effective communication and behavior modeling. This includes training, coaching, motivating, and problem solving. The SRC Team Lead position is also responsible for assisting with data reporting to ensure department goals are being achieved. The general responsibilities of the position include those listed below, but Sodexo may identify other responsibilities of the position. These responsibilities may differ among accounts, depending on business needs or client requirements.

General Responsibilities:

- Handle customer service inquiries and problems via the telephone, routing incoming calls to the appropriate party, operate a paging system, and record recurring problem areas.
- Provide daily direction and communication to employees so that customer service calls are answered in a timely, efficient, and knowledgeable manner.
- Assist SRC Agents with duties where required.
- Respond to e-mail inquiries and send written communications in response to customer comment forms.
- Work with requesters to ensure satisfaction in such areas as quality, service, and problem resolution.
- Conduct department huddles to train staff in areas of customer service, safety, and company policies.
- Provide continual evaluation of processes and suggest methods to improve area operations.
- Maintain a high-quality work environment so team members are motivated to perform at their highest level.
- Seek solutions through data analysis and interpretation skills.
- Identify trends to appropriate channel including improvement recommendations.
- Report disciplinary and/or performance problems according to company policy.
- Work as a leader of special or ongoing projects that are important to process improvement.
- Use appropriate judgment in upward communication regarding department or employee concerns.
- Ensure agents understand and comply with all call center objectives, performance standards, and policies.

- Work with customers to ensure satisfaction in quality, service, and problem resolution.
- Comply with Sodexo HACCP/OSHA, and/ or local policies and procedures related to all assigned work.
- Perform additional duties where needed.

Job Qualifications:

Experience/Knowledge:

- High School diploma, GED, or equivalent experience.
- 0 to 2 years related experience.
- Experience working in a hospital environment is a plus.

Skills/Aptitude:

- Present self in a highly professional manner and understand that honesty and ethics are essential.
- Ability to communicate with co-workers and other departments with professionalism and respect.
- Maintain a professional relationship with all coworkers, vendor representatives, supervisors, managers, customers, and client representatives.
- Basic telephone and computer skills (email, texting, etc.)
- Good attention to detail.
- Ability to work well under pressure.
- Excellent oral and written communication skills.
- Excellent management and organizational skills.
- Ability to work well alone and in a team.
- Knowledge of and proficiency in all OSHA and local requirements related to all assigned work.

License/Qualifications

Certifications: None.

General Qualifications:

- Willingness to be open to learning and growing.
- Maturity of judgment and behavior.
- Maintains high standards for work areas and appearance.
- Attends work and shows up for scheduled shift on time with satisfactory regularity considering Sodexo time and attendance policy and/or client operating hours.
- Ability to work a flexible schedule.
- Must comply with any dress code requirements.

Physical Requirements:

- Close vision, distance vision, peripheral vision, depth perception, and the ability

to adjust focus, with or without corrective lenses

- Significant walking or other means of mobility
- Ability to work in a standing position for extended periods of time, up to 8 hours
- Ability to reach, bend, stoop, push and/or pull and frequently lift 35 pounds. Occasionally lift/move 40 pounds.

Working Conditions (may add additional conditions specific to defined work location):

- Generally, work is performed in an indoor setting; however, may participate in outside activities and events
- Varying schedule to include evenings, holidays, weekends, and extended hours as business dictates
- While performing the duties of this job, the employee is primarily in a controlled, temperate environment, however, may be exposed to heat/cold during support of outside activities
- The noise level in the work environment is usually moderate to loud
- Wears protective clothing and/or Personal Protective Equipment required by the work environment or governmental regulations

Unit Description: Identify unit-specific job tasks and qualifications in relation to this job. List any language(s), software or registrations required to perform this job. Please describe the typical writing, speaking and presentation skills required for this job and identify the audience.

Employee signature below constitutes employee's understanding of the responsibilities, qualifications, requirements and working conditions of the position.

Employee _____ Date _____
Manager _____ Date _____