



Job posting date: April 27, 2021
Deadline to apply internally: May 3, 2021

JOB DESCRIPTION

Operations Lead (afterhours)

The Operations Lead is responsible for ensuring a service-oriented and professional working environment. You will supervise the performance of team members and execute the necessary actions to motivate the team. Operations Lead are knowledgeable of all reporting aspects and organizational procedures of the company.

The role – what you'll do:

- Motivates and inspires Operations team to meet and surpass individual and departmental goals
- Exceeds and meets departmental objectives as detailed by management
- Creates a sense of accountability and responsibility within the team members
- Address complaints, and queries as necessary
- Monitors, organizes, and coaches team on a daily basis
- Resolves employee issues within team
- Works with Communications and Education to provide internal communication and training documents
- Assist in the training with new Operations Associates
- Performs all normal Operations duties when necessary
- Other duties as assigned

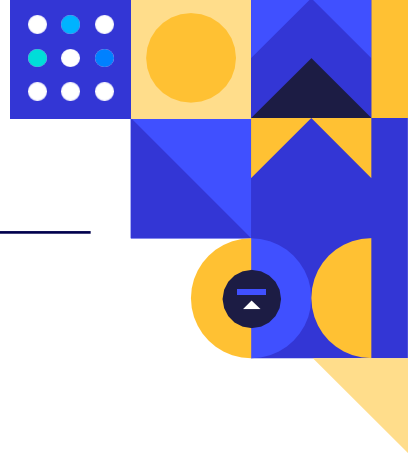
What we're looking for:

- Strong knowledge of customer care techniques and processes
- Prior track record of achievement in positions with significant accountability
- Accountability and Performance Measures
 - Documents each team member's performance and goals and ensures he or she exceeds targets
 - Ensures team members follow their schedules properly and complete the work assigned
- Organizational Alignment
 - Communicates the company's purpose, core values and vision to employees
 - Facilitates communication between team members as well as other employees and departments
 - Facilitates any interdepartmental communication issues with other team leads
 - Conducts team meetings and actively participates in the monthly and/or weekly meetings as required

The ideal candidate:

- Strong Interpersonal communication
- Effectively multitask, prioritize, and manage your time





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- Exceptional analytical skills
 - Ability to work well in a team and independently
 - Proficient with PCs, Microsoft Office Suites (particularly Excel) and other office equipment
 - Strong knowledge of customer service care techniques and processes.
 - Bachelor's Degree or equivalent preferred; additional work experience may substitute for educational requirement
 - Ability to work additional hours and weekends