DropTechy

https://droptechy.com/job/team-leader-international-process/

Team Leader (International Process)

Description
DropTechy is looking for an experienced and confident Team Leader to manage and lead a team working on international customer processes. The ideal candidate should have strong leadership abilities, excellent communication skills, and hands-on experience handling USA and UK customers.

Responsibilities
• Manage and supervise a team of minimum 15 agents
• Ensure team performance meets quality, sales, and productivity targets
• Handle escalations and support agents in closing customer interactions
• Monitor daily performance, attendance, and productivity reports
• Conduct regular coaching, feedback, and performance reviews
• Maintain high standards of customer satisfaction and compliance
• Coordinate with management for process improvements and reporting

Qualifications
• Minimum 5 years of experience in international call center operations
• Proven experience in managing a team of at least 15 agents
• Highly fluent English speaking and communication skills
• Experience handling USA and UK customers
• Strong leadership, problem-solving, and decision-making skills
• Ability to motivate, guide, and train team members

What We Offer
• Competitive salary based on experience and performance
• Fixed working hours with weekends off
• Professional and growth-oriented work environment
• Opportunity to lead and grow within the organization

How to Apply
Interested candidates can apply here.

Working Hours
UK Shift (02:30 PM – 11:00 PM)

Working Days
Monday to Friday

Employment Type
Full-time, On-site (Office-based)

Experience
Minimum 5 years

Job Location
Munshipulia, Lucknow

Base Salary
₹ 20,000 - ₹ 40,000