

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