

Job Description:

Position Overview: The Team Handling Specialist will be responsible for managing and leading a team & responsible for leads generation by setting up strategies and giving training and guidance to team member. Creating brand awareness, product awareness with our existing customer acquire new customer.

Key Responsibilities:

Team Leadership: Lead, mentor, and motivate team members to achieve their full potential and meet organizational objectives Allocation of jobs to team members, prioritizing the work

Performance Management: Monitor team performance, provide regular feedback, and implement strategies for improvement. Ensuring that the team members are properly performing as per the culture & mission.

Customer Satisfaction: Make sure that customer issue resolves promptly and effectively

Training and Development: Identify training needs and facilitate professional by role play etc.

Communication: Foster open and transparent communication within the team and with other departments to ensure alignment and cooperation.

Goal Setting: Set clear, achievable goals for the team and monitor progress towards these objectives and make a customer centric team

Reporting: Prepare and present regular reports on team performance, project status, and any issues that need addressing. Make sure that data captured by team member are accurate & captured the system

Continuous Improvement: Continuously seek ways to improve team processes, productivity, and morale.

Strategic Planning: Make strategies for effective marketing both offline & online

Qualifications:

Master's degree preferred.

Experience: Minimum of 3-5 years of experience in team management or a related role.

Skills:

Strong leadership and interpersonal skills.

Excellent communication and negotiation abilities.

Proven ability to manage and motivate a team.

Strong problem-solving and conflict-resolution skills.

Ability to work under pressure and meet deadlines.

Proficiency in Microsoft Office Suite and team management software.

What We Offer:

Competitive salary and benefits package.

Opportunities for professional growth and advancement.

A collaborative and supportive work environment.

Work-life balance initiatives and flexible working hours.