

Colombia Jobs Expertini®

BPO Team Leader

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Company: BPO LABS

Location: Barranquilla

Category: other-general

We want you on our team

Today, BPO LABS has positioned itself as one of the main outsourcing providers in Colombia, serving the needs of various industries such as sports, technology, finance and health. With a team of over 300 committed professionals, the company continues to thrive by offering world-class customer support and leveraging its expertise in staff expansion.

We are currently searching for a **Team Leader for our work team**.

What will be your objective?

Effectively lead and manage a team to achieve business objectives and goals.

You will be responsible for ensuring that your team meets and exceeds established objectives, whether in terms of productivity, quality of work or any other key metrics.

What are the benefits and contractual conditions?

Contract for Work or Labor.

In-person work in the city of Barranquilla.

Salary between COP \$3.4M and \$3.8M (Depending on your profile).

Always 2 days off a week.

Excellent work environment.

Possibility of growth.

Employment stability.

What requirements must you meet?

We are looking for candidates who have skills that allow them to support customer service representatives and respond to existing inquiries. Our ideal candidate is an experienced professional with knowledge of customer service best practices.

More than 3 years experience as a Team Leader in BPO.

Excellent command of the English language (Conversational).

Full-time availability (no restrictions).

Mastery of office tools.

Knowledge of KPIs and ANS management.

Skills

Self-management.

Excellent communication skills and good attitude

Analytical and multitasking abilities.

Capacity for teamwork and motivation.

Leadership.

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