

Team Leader Position – Chime Solutions

Team Leader(Dedicated)	<p>As the front-line managers for Customer Service Agents (“CSAs”), team leaders are dedicated to CIGNA and are responsible for daily shift operations. They provide motivation and guidance to keep CSAs focused on meeting and exceeding quality specifications. They monitor, counsel, and develop CSA teams. Team Leaders conduct information meetings before each shift to communicate any changes in policies and procedures, and to address any concerns on the part of the CSAs. Team Leaders also handle call escalations and answer any questions that occur during day-to-day activities. They assist in report analysis and scheduling and staffing. Because their position in the contact center makes them immediately aware of any unusual contacts or trends, team leaders are able to channel valuable information very quickly to the Operations Manager.</p>
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