



**Job Title:** Customer Care Team Leader  
**Department:** Operations  
**Reports to:** Director, Customer Care

## **COMPANY OVERVIEW**

Leave the shirt and tie routine at home and *come work for a progressive, new energy retail services company offering natural gas and electricity services throughout the U.S. Our company is growing. Our industry is growing. Our clients are growing. And our people are growing. The fact is, when you work at XOOM Energy, the opportunities for professional development have few boundaries. We are looking for individuals that are ready for a challenge, willing to jump in and be a team player and desire the opportunity to make a difference. At XOOM Energy, you can become a vital part of an up and coming company in a dynamic industry + meet and work with incredibly talented people + expand your horizons!*

## **ESSENTIAL FUNCTIONS**

The Team Leader responsible for providing quality and efficient customer service to customers through the daily management of a team of up to 15 employees to include hiring, motivating, recognizing and rewarding, coaching, counseling, training and problem solving. Additionally, the Team Leader is responsible for assisting manager with development, analyses and implementation of staffing, training, scheduling, and reward/recognition programs.

- Provide statistical and performance feedback and coaching on a regular basis to each team member, including administering annual performance reviews.
- Insure employees have appropriate training and other resources to perform their jobs.
- Respond to and resolve employee relations issues expressed by team members; Address disciplinary and/or performance problems according to company policy. Prepare warnings and communicate effectively with employees on warnings and make effective/appropriate decisions relative to corrective action as required.
- Assist Customer Care Manager with daily operation of call center to include the development, analyses and implementation of staffing, training, telemarketing, scheduling, and reward/recognition programs.
- Establish work procedures and processes that support company and departmental standards, procedures, and strategic directives.
- Use appropriate judgment in upward communication regarding department or employee concerns.
- May be assigned special projects as needed.

## **JOB REQUIREMENTS**

- Two to three years managerial experience
- Bachelor Degree a plus
- Professional, proactive demeanor
- Ability to develop and motivate team members to deliver exceptional customer service
- Ability to provide and support a vision and direction
- Excellent written and verbal communication skills and decision making skills.
- Intermediate knowledge of MS Office
- Attention to detail and accuracy
- Problem analysis and problem solving skills
- Time management skills
- Bi-lingual a plus

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Equal Opportunity Employer.

Please send your resume to [xoomcareers@xoomenergy.com](mailto:xoomcareers@xoomenergy.com)