

United Arab Emirates Jobs Expertini®

Telesales Team Leader (Outsourced) United Arab Emirates Posted on 12/07/2023 Be the First to Apply

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Company: Abu Dhabi Islamic Bank PJSC

Location: , , United Arab Emirates

Category: sales-and-related

Role : Team Leader Location : Dubai

Role Purpose: Achieve the

targets set by the management; focus on the tasks at hand along with the internal and external customer requirements. Key Accountabilities of the role

- Sales Target

Achievement: Monitor the performance of Portfolio Cross Sell team to ensure budgeted targets are met for ENR, customer attrition and other customer fulfillment activities as assigned to the respective team leader.

- Adherence to processes: Ensure adherence of all bank's prescribed processes, standard operating procedures and central bank local requirements.
- Lead,

develop & motivate high performing team committed to achieving success through each other, ensure that the team is developed to achieve their maximum potential whilst coaching them

to build their awareness of the strengths/development needs of their people.

- Create an environment oriented to trust, open communication, creative thinking, and cohesive team effort.
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Ability to publish dashboards demonstrating team performance and way forward.

- Stakeholder Management: Co-ordinate and liaise with key stakeholders for activities pertaining to the role

Specialist Skills / Technical Knowledge Required for this role:

- Understanding of Basic Banking
- Good problem-solving skills and decision-making skills
- Effective Communications

- skills
- People management skills & a Team Player

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