

Call Centre Team Leader

This interview guide is intended to be used in conjunction with the Vervoe skills assessment. Where a candidate has scored Low - Medium on a skill, focus on asking more questions from that skill to gain deeper insight into their level of competency.

Assessment Score	HIGH MEDIUM LOW
Assessment Skills	Call Centre Team Leader, Customer Service, Team Leader, Calm Under Pressure

Competency/Skill	Candidate with this will display
Call Centre Team Leader	<ul style="list-style-type: none"> • Previous experience in a call centre team leader role OR has relevant skills that enable them to take on a team leader position • Passionate about leading a team and providing excellent customer service • Can handle high workloads with competing priorities
Questions	
	What do you enjoy the most about leading a team in a call centre?
	How do you prioritise competing tasks in your workday?
	How do you work with senior management?
Comments	

Competency/Skill	Candidate with this will display
Customer Service	<ul style="list-style-type: none"> • Provides exceptional customer service in every interaction • Maintains customer point of view when managing tough cases • Builds rapport with customers
Questions	
	Describe a time where you have successfully developed a positive relationship with a customer over the phone. How did you do this?
	How do you manage a customer who is wrong?
	How do you ensure you are providing positive customer service?
Comments	

Competency/Skill	Candidate with this will display
Team Leader	<ul style="list-style-type: none"> • Develops staff to increase employee engagement and improve skills • Manages conflicts and disputes within the team with fairness • Succession planning for natural turnover and attrition • Provides extensive training and onboarding of new staff
Questions	
	How do you maintain a positive culture within the team in high pressure environments?
	How do you develop your staff to ensure they are upskilled?
	How would you manage a personal conflict between two team members?
Comments	

Competency/Skill	Candidate with this will display
Calm Under Pressure	<ul style="list-style-type: none"> • Maintains a calm demeanour when managing escalations • Remains composed with high workload that includes of team management, rostering and managing customers • Regulates emotions when dealing with emotional customers or staff
Questions	
	Describe a time where you have managed a customer escalation. How did you handle this?
	Describe a time where you have been under immense pressure but remained calm and composed.
	This role will be high pressure at times with things pulling you in every direction. How do you maintain composure throughout the day to ensure you can handle all challenges that are thrown at you.
Comments	