

Contact Centre Team Leader

About 4Mile Pty Ltd:

4Mile, a 100% Australian owned leader in the industry, is renowned for delivering exceptional services to our not-for-profit and corporate clients. We're seeking an energetic and motivational individual to lead our dynamic team. If you have a flair for inspiring others and a positive mindset, you could be the ideal fit for our team! While call centre experience is a plus, it's your enthusiasm and leadership that truly matter.

Your Role:

As a Team Leader at our Newcastle office, you'll play a crucial role in maintaining our high standards of excellence. Your key responsibilities will include:

- Guiding and mentoring our dedicated teams across Australia and New Zealand.
- Collaborating with the operations team to enhance our culture of exceptional service.
- Being a pivotal figure in maintaining effective team outcomes and strong leadership.

What We Require:

- Proven experience in leading and energizing teams.
- Expertise in monitoring and coaching, particularly within sales environments.
- Exceptional communication skills.
- Self-motivation with a focus on meeting campaign KPIs.
- Ability to establish and nurture effective team relationships.
- A mindset geared towards continuous improvement.
- Flexibility to work up to 8pm from Monday to Friday, and on rotating Saturdays from 9:00am to 5:00pm.

What We Offer:

- A competitive salary package with attractive incentives.
- A conveniently located, modern office.
- A fully stocked fridge and kitchen.
- Cooked meals on Fridays.
- Comprehensive training and support for your professional development.
- Opportunities for career advancement and growth.
- A commitment to promoting work-life balance.
- A welcoming, vibrant, and inclusive workplace culture.

Join Us at 4Mile:

Please submit your resume and cover letter by emailing hr@4mile.com.au.