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## **MTO | Sr. Team Lead | Team Lead**

We are looking for one qualified MTO (Mgt Training Officer), One SR. Team Lead and 1 Team Lead to manage our multiple teams and provide effective guidance. You will be responsible for supervising, managing and motivating team members on a daily basis. As a leader of the digital brigades, you will be the contact point for all team members, so your communication skills should be excellent. You should also be able to act proactively to ensure smooth team operations and effective collaboration. You will be also responsible to make sure your members are providing services to the clients with the excellent quality assurance of services generated by our field workforce, making sure deadline of service commitment, interacting with multiple clients to generate more work volumes and creating revenues, etc. Ensure cross functional coordination along with operation Excellency, IT services, and be part of company's development plan & strategies. Ultimately, you should lead by setting a good example and engage the team to achieve goals

**Position:** MTO Shift: Day

**Location:** Duip plot no-2, Road-2, Block-B, sec-2, Mirpur-2, Dhaka-1216

**Contact Type:** Contract to hire

**Contract to Hire:** After 3 months

**Salary & Benefits:** Standard Salary, Sales Bonus, Festival bonus & Yearly bonus

**Qualification:**

- Bachelor/Master degree in any discipline public and private university in any major and 3 plus year of experiences on related preservation fields
- 'O' or 'A' level, IELTS 6+ highly encouraged to apply.
- Preferred professional Certification: TOEFL, IELTS or any English Language certification.



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**Additional Qualification/ Culture:**

Extensive salesmanship with analytical ability | Strong work ethic | Committed to consistently work in the night shift | Able to work under pressure and handle tough customer situations | Enjoys working in a team environment | Computer literacy with good typing speed.

**Job description:**

- Actively seek to resolve any concerns while adhering to the company policy and standards of behavior
- Ensure company goals and objectives are being met by each employee and provide constructive feedback.
- Ability to effectively organize and manage multiple company initiatives and encourage coworkers to do the same
- Address customer concerns in reference to products, services rendered or employee interactions
- Establish tasks for employees to ensure a clean workplace, this includes stocking supplies and maintaining clean restrooms and public spaces
- Ensure proper approval for customer discounts, returns and exchanges while providing customer satisfaction and positive interaction with the company
- Train new employees on company standards and procedures, from how to handle a negative client and vendor experience to how to properly interact with our clients and vendors
- Oversee and administer quizzes and tests to ensure employees have a firm understanding of company policy
- Oversee and maintain inventory and order office, and other supplies as needed

**Additional Job description:**

- Experience organizing training initiatives for departments within the company
- Proficient using Microsoft Suite and other data entry software
- Instructional experience in a group business setting preferred
- Strong understanding of business goals and standards for customer service
- Experience analyzing company needs, employee development and goal setting
- Ability to communicate effectively with senior management and other departments
- Extensive knowledge of management strategies and practical application in the workplace