# TEAM LEADER

When hiring a new employee it is important to provide them with a position description outlining, among other things, the tasks the employee will be required to undertake and the skills and knowledge needed to perform the role.

The following template may assist employers in developing a position description. The template can be easily modified to meet the requirements of the business. Be advised that information contained in this template is general in nature. If you are unsure about how best to write a position description that is suited to your workplace, please call the Workplace Relations Advice Line on (03) 8662 5222.

## Contacting the Victorian Chamber of Commerce and Industry

The Victorian Chamber’s team of experienced workplace relations advisors can assist members with a range of employment, human resources and industrial relations issues.

Our experienced workplace relations consultants can also provide assistance to both members and non-members on a range of more complex matters for a fee-for-service. The consultants can, among other things, provide training to employees, conduct investigations and provide representation at proceedings at the Fair Work Commission.

For assistance or more information, please contact the Workplace Relations Advice Line on (03) 8662 5222.

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## POSITION DETAILS

|  |  |
| --- | --- |
| Position Title: | Team Leader  |
| Job Type: | Permanent full-time |
| Hours of Work: | 38 hours per week, Monday to Friday. |
| Reports to: | Office Manager |
| Award: |  |
| Date of Appointment: |  |

## POSITION REQUIREMENTS

|  |  |
| --- | --- |
| 1.Main Duties | ***Outline the key duties and responsibilities of the role.*** For example:* Delivery of team sales, service level components, quality and productivity targets and indicators.
* Manage employees, including all Human Resources related issues, as well training and development of staff.
* Ensure adherence to designated schedule.
* Call monitoring, coaching and feedback.
* Responsible for delivery of the defined customer service.
* Make recommendations for product and process development based on customer feedback and analysis of the same.
* Conducting annual performance appraisal on each team member.
* Participate in recruitment and selection of employees.
* Compiling reports on team’s performance and customer feedback.
* Actively participate in the Annual Performance Review process.
* Observe and practice the ***[INSERT COMPANY NAME]*** OHS and Quality policy, guidelines and procedures.
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| 2. Qualifications | ***What qualifications are required for the role?*** |
| 3. Skills | ***List the skills needed for the job.*** For example:* Excellent written and verbal communication skills
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Employee Signature: Date:

Employer Signature: Date: