



JOB DESCRIPTION - TEAM LEADER

IDENTIFICATION

Position Title: Team Leader
Position Number: 12
Reports to: Chief Executive Officer

Location: Lautoka and Labasa
Category: Staff
Supervised by: Heads of Section

ORGANIZATION CONTEXT

The Tertiary Scholarships and Loans Service (TSLS) is a Statutory Institution established under the Tertiary Scholarship and Loans Act 2014 ("the Act") to administer and implement Government funded scholarship, study loan and grant schemes. TSLS is responsible for ensuring transparent and accountable management of Government funding. In doing this, TSLS focuses on achieving demand led human capital development outcomes for Fiji.

POSITION CONTEXT

The Team Leader is an existing position to administer the daily operations of customer service for existing and potential students. The position will be part of Student Services and Corporate & Finance section and will provide support to the heads of the sections in managing the needs of the students. The Team Leader will oversee customer management at the respective office ensuring that the existing and potential students are served in a timely manner.

The role requires providing guide to customer service officers for the various means of service including face to face, chats, emails and Bond & Travel Releases. The position will also require creating awareness on schemes, assist in online application processing, issuance of bond and travel releases, empower new recipients and the Tertiary Education Institutes along with key stakeholders.

The position shall become the key point of contact for the students at the respective office and shall be liaising with the coordinators and heads for efficient service delivery. The position shall require the Team Leader to be fully versed with the information on the students cycle from onboarding till graduation.

The Team Leader will support the heads through coordinators on daily student queries and the recoveries team on bond & travel releases.

KEY ACCOUNTABILITIES - TEAM LEADER

The Team Leader positions will also adhere to the JD of the Customer Service Officer role.

- Oversee the overall Customer Service daily operation
- Ensure office is ready for operation before time

- Provide excellent customer service delivery to improve customer experience
- Taking ownership of customer's and stakeholder's issues and problems through to resolution
- Evaluate the need to escalate any query or issue and escalating to the right staff and or department.
- Developing and deploying team strategies that focuses on the organizations mission.
- Plan and rollout weekly roster for all the platforms of the services provided.
- Conducting regular meetings with Coordinators, Head of Higher Education Scholarships and Head of Skill qualifications Scholarships and Grants and facilitating effective communication team members.
- Provide daily, weekly and monthly reports management for effective decision making
- Coordinate awareness programs for schools and stakeholders and TEI's
- Build and maintain strong relationships with our approved TEI's
- Adhere and manage office budget, petty cash, and stationeries
- Assist with hire and training of employees
- Coach and develop staff in the best interest of the organization
- Communicate news and learning opportunities to staff
- Taking ownership for maintaining and updating of TSLS Database (DB) of student records.
- Responsible for the security and confidentiality of student records.
- Responsible for the security and safety of office and all equipment and assets.
- Creating a service environment aimed at improving and providing excellent customer services.
- Maintain an orderly workflow according to priorities.

QUALIFICATION

- A Bachelor's Degree in Business or Management or in any relevant field.

EXPERIENCE

- At least 5 - 7 years of proven experience in the service oriented or education sector.
- Proven experience and working knowledge of Microsoft Word, Excel, and PowerPoint.
- Demonstrated high level written and oral communication skills, including the ability to handle difficult customers
- Ability to work under minimum supervision
- Proven record of Professional conduct displaying high levels of confidentiality

ATTRIBUTES

- Excellent communication skills both written and oral.
- Demonstrate integrity and conviction to ethics and confidentiality.

RENUMERATION

- **Salary Band:** 4
- **Salary Range:** \$36,136 - \$54,204.00

AGREEMENT

Signatures by Supervisor and the Team Leader imply the terms and conditions of employment contained herein are accepted, and the document forms a valid employment contract.

Supervisor's Signature: _____

Date: _____

Staff Signature: _____

Date: _____

Witness Name: _____

Witness Signature: _____