

# TEAM MANAGER WITH TURKISH

## Management role with English and Turkish

Sutherland is looking for an experienced Team Manager fluent in Turkish language who will be responsible for the development, performance, and results achieved of the team. This role will be directly empowered to uphold our core values and provide the program vision of customer excellence to team members on daily basis. It starts with a desire to be part of something bigger than oneself. To observe the SLA with a qualitative objective and customer orientation to the client company's customers.

## Main Responsibilities:

- Create a productive, high-energy, and achievement oriented team environment
- Continuously reinforce our core values and purpose with members of your team
- Define outcomes with clarity so everyone understands the definition of success and expectations for the role
- Focus on the unique talents and strengths to drive personal development and growth for each of your team members
- Provide accurate and timely feedback and validation on a regular basis for key performance measures and progress/attainment toward defined outcomes
- Embrace the uniqueness of each team member and leverage their ingenuity to best solve for the customer and company
- Objectively and constructively review phone calls with team members with the purpose of continuous improvement in both interpersonal skills and customer engagement
- Perform business and team member reviews on a bi-weekly basis with all employees individually to build more effective communications, bring focus to alignment of activity and outcomes, understand training and development needs, and to provide insight for the improvement of individual performance
- Sets examples through leadership in areas of personal character, commitment, organizational and communication skills, and work ethic

## Qualifications:

- Bachelor's Degree in Business or related degree and/or equivalent
- Excellent interpersonal and leadership skills
- Fluency in Turkish and English language
- Ability to identify, coach and measure critical core competencies and essential performance metrics for consultants
- Strong communication skills to articulate company vision, product changes and adapting to new sales, service and marketing strategies
- Ability to develop team members in to high performing individuals that truly understand and embrace the difference they make
- Be enthusiastic, understand and be interested in technology, with an appetite to learn
- Enjoy the challenge of sales, and have a consultative approach

## Life at Sutherland:

- We offer competitive salary;
- Excellent social benefits package including Health Insurance, Life Insurance, Food vouchers Compliment Cards, Transportation allowance
- Rewards and recognition programs
- Training following the leading global standards for highest quality of Customer Service and Technical Support
- Structured working environment
- Career opportunities
- Great office location
- Team Building activities.

If you find this opportunity suitable for you and you want to develop your career in a company which upholds highest industry standards, please send your CV (in English).

The information provided by you is personal and will be protected.

To apply send your CV to:

[earlycareer@sutherlandglobal.com](mailto:earlycareer@sutherlandglobal.com)

for more details: 0897060803