

## **Planning Lead - Pagination**

### **People Management:**

- Create an environment oriented to trust, open communication, creative thinking, and cohesive team effort
- Understanding and driving the organization value
- Regular qualitative and quantitative feedback to the team. Recognize and celebrate team and team member accomplishments and exceptional performance
- Motivate and inspire team members
- Lead by setting a good example (role model) – behaviour consistent with words
- Coach and help develop team members; help resolve dysfunctional behaviour
- Facilitate problem solving and collaboration and strive for team consensus and win-win agreements
- Ensure discussions and decisions lead toward closure and maintain healthy group dynamics. Intervene when necessary to aid the group in resolving issues
- Identify and facilitate developmental trainings for individuals in the team
- Encourage creativity, risk-taking, and constant improvement

### **Shift, Delivery and Process Management:**

- Volume trend and proactive staffing alignment
- Timely publishing of shift roster in line with the business requirement
- Ensure volume distribution is balanced across all staff members
- Regular shift updates/communication to the team and the reporting Manager
- Implement tracking and ensure audits and accuracy of the records
- Process documentation and frequent validation for updates
- Drive process adherence and continuous improvement
- Liaise directly with customer and provide solution