

Job Description Template for TEAM LEADER

Job Title: Team Leader

Industry: [Insert Industry – e.g., BFSI, ITeS, Healthcare, etc.]

Location: [Insert Location]

Salary Range: [Insert Salary]

Department: [Insert Department]

Work Hour Allocation: [Insert Details]

POSITION OVERVIEW

As a Team Leader, you will drive team productivity, ensure process adherence, and foster a culture of accountability and continuous improvement. This role serves as the operational anchor between execution teams and management.

ABOUT THE ORGANIZATION

[Insert Industry-Specific Insights] [Customize this section with a company overview: mission, values, and relevance to the target industry such as BFSI, Healthcare, ITeS, etc. Highlight what sets the company apart.]

Level of Experience / Expertise Requirements

(Use as per requirement)

- **Entry Level (0–2 years):** Task-level supervision, issue resolution support, and basic reporting.
- **Mid-Level (3–5 years):** KPI tracking, team mentoring, escalation handling, and performance improvement.
- **Senior Level (6+ years):** Strategic team leadership, stakeholder management, process optimization, and cross-functional collaboration.

JOB PROFILE SPECIFIC QUALIFICATION

(Add more if required)

- Bachelor's degree in Management, Business, or relevant field.
- Certifications in team or project management are preferred.
- Industry-specific compliance knowledge is a plus.

ROLES AND RESPONSIBILITIES

(Use as per level of expertise you require)

- Supervise team operations (Entry Level) – Oversee daily tasks, ensure timely execution, and support issue resolution.
- Monitor team performance (Mid-Level) – Track KPIs, prepare reports, and implement productivity improvements.
- Coach and mentor team members (Mid-Level) – Conduct training, provide feedback, and foster growth.
- Manage client/stakeholder communication (Senior Level) – Ensure timely updates, align on goals, and resolve escalations.
- Drive process improvements (Senior Level) – Identify gaps and implement operational enhancements.
- Ensure compliance and reporting (All Levels) – Maintain documentation and follow organizational policies.

Skills Required (Technical + Behavioral):

- Proficiency in task management tools and data reporting
- Familiarity with CRM, ERP, or internal performance systems
- Leadership and team collaboration
- Strong communication and problem-solving
- Adaptability, time management, and decision-making

ABOUT PMAPS

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