

Customer Care Team Leader

TRAININGS
RECRUITMENTS
CONSULTANCY

eppc

EPPC Albania, on behalf of its client, *an international leader in gaming and payment services industry*, is currently recruiting **Customer Care Team Leader**.

The Customer Care Team Leader is responsible for leading and managing a team of customer care agents, ensuring high-quality service across all communication channels. This role focuses on coaching, performance monitoring, and handling escalated issues. The Team Leader drives the team to meet KPIs, enhance customer satisfaction, and aligns day-to-day operations with company goals.

Requirements for this position are:

- Bachelor's degree;
- **Proficiency in Italian (B2/C1);**
- Previous experience in customer service in the same role (Team Leader/Supervisor);
- Experience with CRM tools and multi-channel support;
- Ability to manage teams, decision-making, and communication skills.

What the offer includes:

- **Fixed-term contract;**
- **Flexible working hours (8 hrs/day and 2 days off per week);**
- **Meal Allowance;**
- **Pension Fund;**
- **24 Extra Hours Paid Leave;**
- **Company Owned Devices: laptop and business mobile phone;**
- **Preferential treatment on products offered by Intesa Sanpaolo bank;**
- **Supplementary Private Health Insurance and consultation with the company doctor;**
- **Mental Health and Wellbeing Support dedicated program;**
- **Access to Learn and GoFluent platforms for training and certifications;**
- **Support for parents, children and financial aid for new mothers;**

How to apply:

To apply for this opportunity, please send your CV in Italian through the following link:
<https://aplikim.eppc.al>

You will be contacted by EPPC only if your CV will be qualified.