



TR Medora Foundation provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws.

Job Description: Call Center Team Leader

Non-Exempt: Hourly worker and **Seasonal Summer Employee**

Position Summary:

Assist Lodging Manager in monitoring the call center operations.

Essential Job Functions:

- Participate and assist in staff training, including safety training.
- Assist manager in monitoring GSR's performance including customer service skills, job knowledge, and attendance. Conduct performance evaluations for each employee.
- Check and deliver mail, email, and online orders daily.
- Assist staff with audits and bank related handlings.
- Promote sales of TRMF events and services by providing all customers with complete information, and showing enthusiasm for these offerings.
- Lead by example. Give each guest excellent service and follow all TRMF policies and procedures.
- Stay informed about Medora events and activities, be responsible for communicating this to all Call Center Staff Members.
- Monitor computer system and catch problems early to keep everything running smoothly. Watch for lodging overbookings and incomplete ticket sales.
- Monitor staff.
- Ensure the working environment is kept clean and organized.
- Be available to assist staff members with any guest issues.
- Communication with lodging manager.

Other Responsibilities:

- All other duties as assigned by the lodging manager.

ADA Requirements

- Continuously
 - Talking
 - Hearing
 - Eye/Hand Coordination
 - Repetitive use of hands/arms
 - Visual acuity to determine accuracy, details and transcribe data. Close proximity of computer software.

- Frequently
 - Sitting
 - Standing
 - Walking
 - Fine manipulation
- Occasionally
 - Bending Over
 - Reaching Overhead
 - Lifting up to 50 pounds
 - Carrying up to 50 pounds
 - Balancing
 - Pushing or pulling
- Environmental Conditions
 - Continuously working indoors.
 - Continuously working with others.
 - Continuously working alone.

Qualifications and Education Requirements:

- Must be fluent in English, other languages a plus.
- Be familiar with computers and be able to use many different programs at one time.
- Worked in Medora Previously preferred.

Supervision:

- This is a supervisory role.
- This position reports to the Lodging and Reservations Manager.

Please note that this job description is meant to give a basic understanding of the position and does not cover every part of the job duties and requirements. TRMF reserves the right to change or assign other duties to this position at anytime.