

## Support Shift Lead - Jerusalem

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Company: Wolt

Location: Jerusalem

Category: other-general

Are you an experienced support professional? Do you have the ability to lead a team and inspire a high-quality standard of service? If this sounds like you, then we'd love to chat!

### Role Background

We're looking for a Support Shift Lead to take responsibility for customer, restaurant and courier partner support and monitoring during a support shift. Therefore, you'll need to be comfortable with leading by example and raising the bar of the service we provide..

### What you'll be doing

Supervising our amazing support team during shifts - you will ensure efficient operation and a good customer experience.

Being the cheerleader of the team - motivating, engaging and ensuring our support associates are enthusiastic and engaged.

Sharing feedback either with your support associates during the shift or passing on necessary feedback to your Support Lead.

Solving issues in which the team needs help and managing workload, efficiency, office duties, and keeping an eye on everyone's well-being.

### Our humble expectations

Soft skills

You have the availability to work shifts & on weekends

You are an ambitious and motivated colleague who can create an energetic and happy environment during shifts

You are a proactive team player and a true doer

You have excellent communication and leadership skills

You are good at making decisions and have great communication skills

You are able to give valuable and effective feedback on time

Technical skills

You have proven work experience

You have in-depth knowledge of performance metrics (KPIs)

You have analytical skills and are able to proceed daily data

You are fluent in Hebrew

You have high-level of English

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