

CAREER FOUNTAIN

Team Lead / Assistance Manager Syllabus

1. Legal and Medical Operations

- Downloading, uploading, and allocating legal/medical cases.
- Monitoring and ensuring TAT adherence for all workflows.
- Reviewing daily emails, prioritizing workload, and documenting daily operations.

2. Team & Work Management

- Managing PWM (Production Workforce Management) and task dashboards.
- Forecasting volume, resource planning, and rostering.
- Handling rush requests, overtime planning, and effective task distribution.
- Conducting quality checks and sharing performance insights.
- Organizing daily huddles, monthly reviews, and HR meetings.
- Reviewing and approving leaves through HRMS systems (e.g., People Strong).
- Managing leave planners, shift rotations, and attendance records.

3. People Leadership

- Leading interviews, onboarding, and training new joiners.
- Conducting performance reviews (EPR), feedback discussions, and issuing PIPs/warnings when needed.
- Coordinating team bonding activities, recognition programs, and engagement events.
- Creating, validating, and tracking KPI performance metrics.
- Providing coaching, conflict resolution, and professional development support.

4. Client & Stakeholder Communication

- Attending and leading client calls, sharing MOMs and agendas.
- Acting as Point of Contact (POC) for client escalations and new client transitions.
- Coordinating cross-functionally with HR, L&D, Finance, OPEX, and Operations.
- Sharing weekly/monthly updates and addressing escalations professionally.

5. Reporting & Process Management

- Creating SOPs and RCA documents for process governance.
- Managing billing reports and client invoice data.
- Preparing updates on NCNS, absenteeism, attrition, headcount, and escalations.

This is Half Syllabus, Will be updated Soon.