Purpose of the Job

The Quality Assurance Specialist is responsible for evaluating the experience between a customer and our Company’s call center associates against pre-determined standards of performance.

Core Duties/Responsibilities

The QA Specialist monitors inbound and outbound calls, email, chat and social media responses against the Company’s standards of performance. This may include assessing Associates’ demeanor, technical accuracy, customer service performance, and conformity to company policies/procedures and regulatory guidelines. Uses quality monitoring system to compile and track performance. Provides actionable data and feedback to call center coaches and managers as well as to various internal support groups, as requested. Participates in call calibration sessions on an ongoing basis.

Makes recommendations for enhancements to training, processes or other areas to improve performance, remove customer effort and enhance the overall employees’ and customers’ experience.

Personal Attributes

* Must possess superior attention to detail and solid time management skills
* Excellent verbal, written and interpersonal communication skills
* Exceptional listening and analytical skills
* Outstanding customer service skills and dedication to providing exceptional customer care
* Comprehensive understanding of coaching and performance development
* Thorough knowledge of key customer experience attributes and how individual frontline employee behaviors translate into Net Promoter Score / Customer Experience improvements.
* Ability to multitask and successfully operate in a fast paced, team environment
* Must be able to effectively deal with people at all levels inside and outside of the Company
* Must adapt well to change and successfully set and adjust priorities as needed
* 40+ wpm typing
* Comfortable working with technology (e.g. internet, Office 365, etc.)
* Bilingual a plus

Experience

* 3-5 years of related industry experience, preferably executive-level coaching, adult education/training, customer experience and/or call center management experience
* 5+ years of business experience

Other Considerations

* Workplace – Some programs require QA Specialists to work in a shared office environment; others are virtual.
* Virtual - Virtual programs require QA Specialists to have a suitable, secure workspace and provide their own internet service.
* Targets – Requirement to meet all committed targets within a specific timeline.
* Independent – Ability to work in an independent work environment with little/no direct management oversight. Must be self-motivated and a self-starter.