

<u>Job Description - Assistant Manager - QA Collection (Outbound Process)</u>	
Position	Quality Analyst
Position Purpose	<ul style="list-style-type: none"> • Support the company pursuit of high-quality service to internal and external customers and enhancing the overall customer experience. • Work with the operations team to improve quality of the executives.
Role & Responsibilities	<ul style="list-style-type: none"> • Responsible for performing and achieve daily call audit targets. • Sharing timely and effective feedbacks as per observation. • Preparing and publishing daily quality reports. • Training and call monitoring role. • Ensure that internal policies, procedures, and compliance regulations are being followed. • Responsible for generating daily, weekly, and monthly reports for internal purposes. • Identifying process gap root causes and share plans for constant improvement of the process.
Job Specific skills	<ul style="list-style-type: none"> • Should be working as quality analyst in an BPO. • Good communication skills developing, establishing, and monitoring quality norms. • Should be aware of quality KPIs and KRAs. • Should be flexible with rotational shifts and 6 days working culture. • Excellent verbal and written interpersonal communication skills. • Hands on experience on MS-office; preferably on MS-Excel, Power Point.
Educational Qualification	Minimum Graduate.
Minimum Experience	Minimum 1 - 4 years of experience in Quality Analyst
CTC offered	As per company policy
Location of posting	Manjalpur, Vadodara