



JOB DESCRIPTION

Job Title/Role:	Quality Assurance Executive		
Department:	Training & Quality	Shift Timings:	Flexible (7AM - 10PM)
Reporting To:	AM - Quality	No. of position:	01 (One)
Work Location:	Bhayander, Mumbai	Level / Grade:	5

Type of position:	Management skills:	Total Experience: >2 years
Full Time	<ul style="list-style-type: none">• Good Team handling skills• People Management• Good communication skills	Relevant Experience: >1 year
		Age: >21 years
Suggest search keywords: BPO QA, transaction quality, audit and feedback, call audits, RCA, briefings, calibrations, quality induction, quality executive, quality assurance, CSAT, projects, analysis, six sigma, quality reports		

Education requirement:	Other skills:
<ul style="list-style-type: none">• Minimum HSC• Graduate - any stream	<ul style="list-style-type: none">• BPO QA experience

Roles and responsibilities:
<ul style="list-style-type: none">• To manage transaction quality profile for a customer service / sales process for our domestic client• To conduct audits as per defined guideline and sampling for transaction monitoring• To ensure 100% closure of feedbacks• To create and publish regular audit reports with management and clients (daily, weekly, monthly)• To identify gaps and conduct feedback and refresher sessions with agents to improve sales and quality of calls• To drive process improvement initiatives• To drive calibration sessions with internal or external customers• To conduct training for group of agents, when needed• To conduct quality induction for new hire batch

Technical skills:
<ul style="list-style-type: none">• Should be well versed with MS Office (Word, Excel, PowerPoint and Outlook)• Should have excellent communication skills (written and spoken)• Preferred to have six sigma knowledge and understanding of basic QC tools• Must have good analytical skills to conduct various analysis and RCA on a weekly/monthly basis