

JOB DESCRIPTION

1. IJP Code	- #638
2. Job Title	- Quality Analyst / Sr. Quality Analyst
3. Growth Theme	- Quality
4. Line of Business	- Proctor Quality- DE
5. Process Name	- Insurance Processing
6. Work Location	- Bangalore/Pune/Kolhapur
7. Can outstation candidate apply	- Yes
8. No of positions	- 3
9. Reports To	- TBD
10. Hiring Manager	- Sendhil BA / Mabel Francis / Prasanna Kumar / Nitin Pednekar

Important Guidelines to get your application considered:

- Subject line should be: IJP application for IJP #638.
- Please mark your current supervisor/manager email IDs in CC or write in email body.
- Mention your SAP ID or Employee ID in email body.
- Attach your updated resume/CV in email.

11. Job Specification:

- Complete the daily audit / sampling counts
- Identify the gaps areas in the audit and report it to the Quality Lead and above
- Observe the trend of the errors for the process and suggest the improvement plan
- Monitoring and ensuring SLA quality targets are met
- Identify and initiate Quality Improvement
- Provide and support operations with QA reports
- Facilitate and implement best Quality practices
- Conduct regular feedback sessions to BQA's
- Open to night shifts and flexible to work overtime as per the process requirement
- Understanding the process risks and come up with controls to mitigate the risks

12. Job & Skill Requirement:

- Knowledge on Mortgage insurance is a must as they should start QC with minimal training
- Computer skills –Windows OS, MS office 2003
- Excellent comprehension of written English
- Good written & verbal English communication skills
- Should understand Customer Quality & Productivity expectations
- Strong Reporting skills using Microsoft office
- Good knowledge on the DE process
- Flexible to work in shifts based on the business requirement
- Good Verbal and written communication, and must be able to communicate with clients through calls and emails
- Co-ordinate and communicate regularly with QL and operations

13. Selection methodology: Panel Interview

14. Application guidelines:

- Last date for receiving the application is **26th April 2023**.
- All applicants must mention their Employee ID & IJP code #638 while sending their application to – Ijp.Global@coforge.com.

15. All employees in: To be filled by HR

- T2 Grade (Associate Team member, Junior Quality Analyst or equivalent) with 12 months of experience with Coforge BPS in the current role can apply for QA position only. This will be a vertical movement to P1.
- P1 Grade (Team Member, Quality Analyst or equivalent) with 12 to 18 months of experience in the current role can apply. Basis tenure, they can apply for QA or SQA position and be considered for lateral or vertical movement.
- P2 Grade (Sr. Team Member, Sr. Quality Analyst or equivalent) with 12 to 18 months of experience with Coforge BPS can apply for SQA position. This will be a lateral movement

16. Candidates should not:

- Be on any disciplinary action within last 12 months from the date of release of this IJP
- Have under gone PIP within last 6 months from the date of release of this IJP
