← # Job Details

Job Title: Quality Assurance Auditor

Company Name: LifeMD

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Description

About us

LifeMD is headquartered in NYC and is a leading provider of virtual primary care. LifeMD offers telemedicine, laboratory and pharmacy services, and specialized treatment across more than 200 conditions, including primary care, men's health, women's health, allergy & asthma, and dermatology. Leveraging a vertically integrated, proprietary digital care platform, a 50-state affiliated medical group, and a US-based patient care center, LifeMD elevates healthcare by increasing access to top-notch and affordable care. LifeMD is currently in the midst of immense growth and was recently ranked #166 in the 2023 Deloitte Fast 500.

About the role

LifeMD is currently seeking a QA Auditor to join our Quality Assurance Team. The QA Auditor uses subject-matter knowledge of Virtual Primary Care to record the accuracy and completeness of tasks performed by other Call Center Operations and Provider Interactions.

Responsibilities

· Performs call monitoring and provides trend data to the site management team
· Uses quality monitoring data management system to compile and track performance at team and individual level
· Monitors customer care email responses
· Provide actionable data to various internal support groups as needed
· Coordinates and facilitates call calibration sessions for call center staff
· Provides feedback to call center team leaders and managers
· Prepares and analyzes internal and external quality reports for management staff review
Perform other duties as assigned

Requirements

- 2-3 years of Call Center Experience
- Excellent verbal, written, and interpersonal communication skills
- Outstanding customer service skills and dedication to providing exceptional customer care
- Must be self-motivator and self-starter
- Focus on quality and customer service
- Exceptional listening and analytical skills
- Solid time management skills
- Must adapt well to change and successfully set and adjust priorities as needed
- Must be proficient with Microsoft Office (intermediate Word, basic Excel)
- Bi-lingual (English-Spanish) a plus

Benefits

- Health Care Plan (Medical, Dental & Vision)
- Retirement Plan (401k, IRA)
- Life Insurance (Basic, Voluntary, & AD&D)
- Paid Time Off (Vacation, Sick & Public Holidays)
- Short-Term & Long-Term Disability
- Training & Development

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Job Type: Full Time

Location: Remote

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IDT Corporation ↗

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🕐 Intern

📍 Minsk, Belarus (Hybrid)

📅 Publish Date: 23 January, 2025

meldCX ↗

Software Quality Assurance Tester

🕐 Full Time

📍 Dhaka, Bangladesh

📅 Publish Date: 20 January, 2025

Eleos Health ↗

QA Automation Team Lead

🕐 Full Time

📍 Hybrid Tel Aviv-Yafo, Israel

📅 Publish Date: 13 February, 2025

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