

Job Description

POSITION DETAILS

Functional Designation	Quality Assurance Specialist	Department	Internal Audit
Sub Department	Process Assurance	HR Grade	AM/DM
Location	Corporate Office	Reporting Manager	Lead-Branch audits and Customer Service Quality

Job Purpose

Quality assurance (QA) is the process of checking whether customer services meet the company's desired quality standards. The candidate should have an adequate understanding of customer service processes as well as a good understanding of customer service quality and regulatory guidelines especially Master circular on Fair Practices Code.

Principal Accountabilities

- **Quality Assurance:** Provide assurance on the internal quality standards and highlight areas of improvement.
- **Audit Reviews:** Assess support interactions (calls, email, and social media, etc.) based on established quality standards.
- **Audit Methodology:** Evaluate the adequacy and effectiveness of audit methodologies and techniques. Conduct Root causes analysis for internal /External customer escalation and identify corrective and preventive actions.
- **Continuous Improvement:** Discuss and explain the process findings with stakeholders in regular calls/meetings and share with them to obtain closure. Drive corrective actions to ensure that the customer service standards are met as per regulatory and internal guidelines.
- **Regulatory Compliance:** Ensure compliance with relevant regulatory requirements.
- **Documentation:** Maintain comprehensive documentation of quality assurance activities and findings. Publish daily/weekly/monthly process quality reports with stakeholders.
- **Communication:** Effectively communicate quality assurance findings and recommendations to internal audit management and stakeholders.
- Immediate highlight cases of non-compliance.
- Any other tasks that may be entrusted by line managers.

Desired Profile

- Bachelor's degree in accounting, finance, or a related field.
- Excellent analytical and problem-solving skills.
- Attention to detail and accuracy.
- Strong communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Experience in quality assurance or audit management.
- Knowledge of industry-specific regulations and standards.
- MS Office proficiency.
- Data analytics and visualization tools proficiency would be an added advantage.
- Certification in quality management, e.g., Certified Quality Auditor (CQA).