

Job Description

| POSITION DETAILS | | | |
|--|-----------------------------------|-----------------|------------------|
| Position Title/Functional Designation | Quality Analyst -Customer Service | Company | PFL |
| Division / Department | Quality Assurance Officer | Location | Corporate Office |
| Principal Accountabilities | | | |
| <ol style="list-style-type: none"> 1 Monitor & evaluate Inbound /Outbound calls 2 Provides structured and timely recommendations; verbal and/or written feedback to the Inhouse Contact center employees 3 Ensure continuous process improvement 4 Create and maintain reports on call quality 5 Identifying trends and opportunities for improvement 6 Share the required ACPT analysis on process insights 7 Conduct the Quality Induction for New Hired Team Members 8 Provide regular basis feedback to management on call quality and team performance 9 Collaborate with other teams to improve overall customer satisfaction 10 Organize call Calibration Sessions with team leaders and supervisors 11 Organize Call Listening Sessions for call center employees 12 Identify training and coaching requirements for Bottom Quartile 13 Conduct Root cause analysis for internal /External customer escalation and identify corrective and preventive actions. 14 Prepare Daily/Weekly Process quality reports 15 conducts briefings for the targeted group of Contact center advisors to address Service Quality deficiencies and/or identify improvement opportunities 16 Provide timely feedback to the team leader and supervisors in the Contact center | | | |
| Qualification, Experience & Skills | | | |
| <ol style="list-style-type: none"> 1. Educational Qualification – Minimum Graduation in any stream 2. Experience – Minimum 2 years’ experience as a quality analyst in customer service (Preferably lending products) 3. Must have previous quality analyst experience in a Contact Centre environment 4. Proficiency in computer skills, well versed in Microsoft Office 5. Excellent command in English -Both written and verbal 6. Must be able to react to changes quickly and shift priorities as needed 7. Exposure to Six Sigma / Lean/ Kaizen tools preferred. 8. Exposure to QA tools preferred 9. Certification in Six Sigma will be an added advantage <p>Maintain a High level of Professional Ethics & Integrity</p> | | | |

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Classification | INTERNAL