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| **Job Title:** | **Quality Assurance Specialist** | **Date:** | **06/10/2015** |
| **Reports To:**  **(role, not name)** | **Training & Quality Manager** | **Function:** | **Customer Experience Support** |

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| **Overview of Job Responsibilities** |

The Quality Assurance Specialist at Harte Hanks is responsible for objectively monitoring, scoring, and coaching agents in compliance of internal and external quality standards and expectations. This position is responsible for accurately recording data, analyzing data, and identifying trends, training gaps, call drivers, and effectively communicating those findings to the appropriate departments. The Quality Assurance Specialist will build strong partnerships with the Training and Operations teams to create and implement quality initiatives by thinking outside of the box to improve overall quality at an agent and program level. The successful candidate will have a background in Quality Assurance in a contact center environment, previous experience coaching and developing agents, proven ability to prioritize critical needs, possess strong attention to detail, and be results driven.

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| **Essential Responsibilities and Deliverables** |

Function Specific:

* Ensure quality deliverables are consistent with expectations set by Quality Manager, QA department expectations, Operations Team expectations, and client contractual requirements.
* Ensure assigned programs are meeting weekly and month ending requirements for scoring recorded, live and side by side telephone interactions.
* Enter data in QA database promptly and accurately according to scoring guidelines that are fair and impartial.
* Lead quality coaching sessions with agents as requested in partnership with Operations Supervisor Team.
* Analyze quality results to identify trends, create, implement, and manage quality improvement projects in partnership with Training and Operations teams.
* Develop action plans based on identified areas needed to improve upon, trends identified within a particular LOB, and/or as directed by Quality/Operations Management.
* Facilitate/Co-lead internal and external calibration sessions.
* Daily report findings with detailed and specific information in regards to QA monitor results.
* Maintain close relationship with Account Management, Operations and Training to ensure to ensure effectiveness of overall Quality Assurance Program.
* Participate in QA reward and recognition programs to ensure proper reinforcement of all Quality Assurance expectations by Harte Hanks, the Quality Department and the Client.

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| **Critical Working Relationships** |

* Quality Assurance Manager to align with Quality Department initiatives, expectations of the program, and standards of expected performance and ensure trust, 360 feedback, synergy and effectiveness of the department
* Operations Supervisors to support Operational level quality assurance objectives, initiatives, and expectations
* Supporting Departments (Recruiting, HR, Operations, Training, BI, Technology, WFM) to partner on achieving internal and client goals
* Client Services team to develop and maintain effective relationships and partnership with the client
* Manila Quality Department partners to maintain program level accuracy, effectiveness and efficiency

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| **Qualifications, Knowledge, and Skills** |

Experience/Knowledge/Skills:

* At least have six (6) months contact/call center experience
* Preferred strong background or previous experience in Quality Assurance programs
* Demonstrated ability to interact with peers, senior management, and other departments in a professional manner in effort to reach corporate goals
* Has a proven track record in Quality Coaching and would be able to do coaching to CSR/TSR to meet goals
* Strong organizational, leadership, and interpersonal management skills
* Demonstrated communication skills, both written and verbal
* Must be able to foster a positive and productive work environment, with ability to lead, build teams, and motivate agents during the training period
* Ability to work in a dynamic fast paced atmosphere
* Ability to coordinate activities or tasks of people and groups
* Ability to maintain confidentiality
* Demonstrate ability to make a decision by using logic to identify key facts, explore alternatives and propose quality solutions
* Demonstrate ability to communicate information and ideas clearly, and concisely, in writing and verbally
* Ability to take instructions from management and ensure follow up and follow through
* Proficient in Microsoft Windows applications (Word, Excel, PowerPoint, Outlook)
* Previous quality monitoring experience preferred.
* Strong communication skills (written & verbal).
* Listening and Comprehension skills.
* Confidence and knowledge of computers, software application, technology industry.
* High school diploma.
* Typing 30 wpm minimum.
* Must be able to read and write English.

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| **Measures of Performance** |

Successful performance demonstrated through:

* Effective reporting and feedback on a daily, weekly, and monthly basis that will make an impact to the overall engagement, synergy, effectiveness of quality initiatives and bottom line results in overall quality performance
* Achievement of expected program level Quality results and measurements as defined by client programs and/or contracts
* Delivery of up-to-date, relevant Quality feedback, coaching, and data defining the achievement of expected Quality Assurance objectives and goals

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| **Personal Attributes** |

* Able to manage time effectively and efficiently
* Capable of precise communication, even under strict time constraints
* Tendency to be outgoing, people-oriented, and participate with others
* Moves quickly when making decisions
* Self-motivated and directed, with keen attention to detail
* Strong sense of personal pride in performance with an acute ability to motivate and engage others