

## **Job Title:** Quality Control Personnel for Call Center

**Job Overview:** We are seeking detail-oriented and proactive Quality Control Personnel to join our call center team. The ideal candidate will play a crucial role in maintaining the highest level of service quality by monitoring and assessing the performance of our call center agents. The Quality Control Personnel will help identify areas for improvement, provide constructive feedback, and ensure compliance with established quality standards and customer service guidelines.

### **Key Responsibilities:**

#### **1. Call Monitoring:**

- Monitor a predetermined number of calls made by call center agents on a daily/weekly basis.
- Evaluate calls for adherence to company policies, procedures, and customer service standards.
- Identify strengths and areas for improvement in agent performance.

#### **2. Quality Assessment**

- Conduct thorough evaluations of call center interactions, including phone calls, chats, emails, and other communication channels.
- Assess the accuracy, professionalism, and effectiveness of communication with customers.
- Rate and score calls based on predetermined quality metrics.

#### **3. Feedback and Coaching**

- Provide constructive and timely feedback to call center agents based on evaluation results.
- Offer guidance and coaching to agents on areas that require improvement.
- Collaborate with supervisors and managers to develop training programs and materials.

#### **4. Reporting**

- Generate regular reports on the quality assessment findings and trends.
- Highlight areas of concern and opportunities for improvement.
- Track and document agent performance over time.

#### **5. Compliance and Documentation**

- Ensure that call center agents are following all applicable regulations, including privacy and security requirements.
- Maintain accurate records of evaluation results and feedback.

## **6. Process Improvement**

- Collaborate with the management team to suggest improvements to call center processes, scripts, and procedures based on quality assessments.
- Participate in quality improvement initiatives.

## **7. Team Collaboration**

- Work closely with call center supervisors, managers, and trainers to align quality control efforts with training and development programs.
- Assist in the onboarding of new call center agents by providing training on quality expectations.

## **Qualifications**

- High school diploma or equivalent (Bachelor's degree in a related field is a plus).
- Previous experience in a call center or customer service role.
- Strong attention to detail and analytical skills.
- Excellent communication and interpersonal skills.
- Ability to provide constructive feedback and coaching.
- Proficiency in using call monitoring software and other relevant tools.
- Knowledge of quality assurance processes and best practices.
- Familiarity with relevant industry regulations and compliance standards.
- Strong problem-solving skills and a commitment to continuous improvement

## **Working Conditions**

- This position typically operates in a standard office environment.
- May require occasional evening or weekend work to monitor different shifts.

If you are a dedicated professional with a passion for ensuring exceptional customer service and improving call center performance, we invite you to apply for this role.

Please send CVs to [info@onpvaworld.com](mailto:info@onpvaworld.com). Also, you can contact us on 030 824 4571.

Join our team and help us deliver outstanding service to our customers while maintaining the highest quality standards.