



POSITION DESCRIPTION: Quality Assurance Analyst

OVERALL ACCOUNTABILITY:

The Quality Assurance Analyst is responsible for reviewing and auditing incidents, email and telephone interactions along with investigating and reporting results of customer interaction for the Call Center. Furthermore, key duties include identifying areas of service improvements and providing feedback reports to the operations and training departments. The Quality Assurance Analyst is responsible to identify and communicate insights in order to improve overall quality of the customer interactions and their experience.

This position requires full understanding and active participation in fulfilling Merit and RedLabelVacation's business goals by demonstrating initiative and resourcefulness within the scope of responsibilities. End results are reviewed by the Manager of Operations.

DUTIES & RESPONSIBILITIES:

Specific **QA Analyst** of required duties & responsibilities:

- Analyse and audit service incident data, emails, voice clips, and customer interaction to identify areas of service delivery that did not meet pre-established performance standards within the Call Centre.
- Provide structured and timely recommendations; verbal and/or written feedback to Operations Managers, Call Centre leadership, the training team other analysts and relevant parties.
- Develop and conduct targeted group coaching sessions for supervisors and managers that address Service Quality deficiencies and/or improvement and training plans. Call Calibration.
- Uses customer service expertise to assess existing practices and procedures for process improvement opportunities with all Call Centre teams.
- Uses Call Centre tools to gather data and analyse trends or patterns affecting quality.
- Collaborates with call quality assurance team, customer care and similar cross-functional departments to identify and streamline processes and implement process standards that enhance service delivery and the customer experience.
- Collaborate with client-facing QA representatives such as customer care or customer support, to ensure full customer satisfaction with the company's products and services.
- Support new product development and continuous improvement and by integrating quality control tools (e.g. Lean, Six Sigma, etc.) into processes.
- Create and maintain QA control documentation. CQA Scorecard for agents.
- Continuously offer suggestions and out-side the box ideas to improve processes that will impact the organization in a positive manner.
- Conduct live secret shopper calls



WORKING CONDITIONS

- Hours are commensurate to responsibilities, overtime as required by business needs
- Work from home
- Networking functions (trade shows, consumer events, conferences, industry related events)

CORE COMPETENCIES NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF THIS POSITION

- Works well under pressure with capability to work in complex environment
- Positive attitude and personable, able to collaborate with internal and external clients
- Approachable personality and able to improve processes upon feedback
- Outside the box, creative problem solver
- Process and results driven
- Customer Service
- Attention to detail
- Ability to work from home with minimal supervision

MINIMUM ATTRIBUTES AND EXPERIENCE REQUIRED:

- 1 to 3 years experience in customer service and/or business process/technology support required
- Ability to work in a constructive, non-biased and collaborative manner
- Excellent written, verbal, analytical and communication skills.
- Excellent email writing skills, specific to customer facing interactions.
- Practical experience with risk management, product testing, and control plans.
- Highly motivated and self-directed capable of multi-tasking, and able to work with minimal supervision.
- Extremely detail-oriented and analytical thinker.
- Ability to create and review technical documentation, including project plans, test procedures, and design documents.
- Able to develop, review, and maintain metrics and quality audits.
- Strong problem identification and problem resolution skills.
- Ability to negotiate change across organizational/firm boundaries and influence others outside of own work group.
- Adept at networking and building relationships with all levels of management, staff and collaborate directly with cross-functional departments.
- Demonstrated ability with the design and application of innovative ideas, developing creative solutions and motivating a team to share knowledge and complete tasks on time.
- Ability to work in virtual team environment.
- High level of proficiency with Microsoft Office productivity suite.
- Experience in coaching and training individuals or groups is considered an asset
- Bi-lingual (French and English) is considered an asset