

## Job Title: Senior Quality Assurance Representative

Location: Abu Dhabi  
Contract: 12 Months  
Education: Basic - Bachelor of Business Administration (Management)  
Nationality: Any Nationality  
Industry Type: Telecom / ISP  
Functional Area: Administration

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## Job Description

Assists the QA Supervisor in developing the Contract Centre Quality Assurance program in setting goals. Re-engineer, setting procedures and provides technical, database and documentation support to implement and evaluate the TQM initiatives. Collects, collates, formats and analyzes the daily, weekly and monthly operational parameters. Provides assistance in developing the recommendations on appropriate operations / systems interventions to enhance the quality parameters. Facilitates and coordinates Quality standards and implementation procedures in coordination with relevant departments.

The Quality Assurance Senior CSR oversees COMPANY agent's performance, coordinate with the team leader's assignment towards the quality, and staff knowledge and customer satisfaction.

The Objective of this role is to ensure quality service to our customers; staffs are information updated as frequently as the information comes in. CSR are coached in timely manner and their progress is monitored.

Responsibilities include listening to as many calls as operationally possible to evaluate individual performance, ensure daily work assignment completion, facilitating weekly calibration sessions across sites, responding and researching call disputes and conducting cross-audits to ensure evaluation accuracy across the Quality team and Supervisors.

This position will monitor, track and give direction/feedback to all of the Quality Assurance team members with regard to their performance. This position must be able to provide a cohesive work environment, ensure strong team dynamics, and ability to assess morale. The Quality Assurance Supervisor acts as a technical/subject matter expert for all business procedures related to the CSR, Quality Analysts and systems. This position is the first point of escalation for daily operations thus it will be required at times to make decisions that have moderate impact to the team.

Evaluates and audits telephone, email and chat communications and reports the scores and detailed feedback to managers, supervisors and individual agents via an easy-to-use online reporting system.

- Organize and update QA folders.
- Update knowledge drives
- Maintain staff quality performance files
- Maintain customer complaints folders

- Keep track of customer monthly raised issues
- Provide the training team with training issues as they emerge
- Support in CSR development
- Track and monitor CSR improvement

### QA will help reduce cost and increase revenue:

- Support company vision & mission
- Customer retention, Increase customer satisfaction
- Maintain consistency in agent performance
- Increase customer loyalty and satisfaction
- Provide a competitive edge
- Improve quality
- Reduce average handle time
- Reduce agent training time
- Reduce agent attrition

### Desired Candidate Profile :

#### Academic & Professional Qualifications:

- Bachelor degree in Business Administration
- CCC certified
- Fluency in spoken and written English. Proficiency in Arabic preferred.
- PC skills and familiarity with MS Office packages.

#### Related Experience:

- Call centre process & procedure knowledge
- Strong company knowledge base
- 3 years experience in developing and implementing QA standards and procedures in a Service industry environment, preferably in Call Centre functions.
- 3-2 year prior experience in coaching mentoring
- Proven contribution to quality initiative

#### Skills/Competencies:

- PC skills
- Quality Assurance concepts / methodologies / measures.
- Supervisory Skills or QA contacts center certified
- Procedures knowledge
- Ability to work under pressure.

#### Performance Measurement:

Successful performance in this job can be measured through the following indices:

- Immediate Supervisor's satisfaction with customer services provided to customers.
- Performance in terms of maintenance of data and reports.
- Quality improvement