

Internal Job Posting

Post	Quality Assurance Officer	Reference	Tradenet-HR/J/2023/59
Location	Male'		
No of positions	1		
Term of Employment	Duration of 1 (one) year from the commencement of work. Contract extension based on performance and need.		
Remuneration	Based on qualifications and experience		
Qualification & Experience	<ul style="list-style-type: none"> ● Previous experience in a call center or customer service environment. ● GCE O' Level or A' Level qualification. ● Strong analytical skills with the ability to interpret data and trends. ● Excellent communication skills, both written and verbal. ● Detail-oriented with a focus on accuracy and precision. ● Knowledge of call center processes, customer service best practices, and relevant software/tools. ● Familiarity with quality assurance methodologies and techniques. ● Ability to provide constructive feedback and coaching. 		
Responsibilities	<ul style="list-style-type: none"> ● Monitor inbound, outbound calls and customer interactions to assess representative performance. ● Evaluate adherence to scripts, policies, and procedures. ● Provide constructive feedback to representatives for continuous improvement. ● Analyze key performance indicators (KPIs) and quality metrics. ● Identify trends and areas for improvement. ● Collaborate with supervisor to develop and implement strategies for enhancement. ● Maintain detailed records of monitored calls and evaluations. ● Generate regular reports on quality performance for management review. ● Identify and document areas of concern and improvement. ● Collaborate with training team to address identified gaps in knowledge or skills. ● Assist in the development and delivery of ongoing training programs. ● Provide support for new hires during the onboarding process. ● Ensure that representatives adhere to all regulatory requirements. ● Verify compliance with company policies and procedures. ● Propose updates or changes to processes to enhance efficiency and quality. ● Gather and analyze customer feedback related to interactions with representatives. ● Provide insights to management regarding areas of excellence and improvement. ● Work closely with relevant departments, to address quality-related issues. ● Collaborate with IT team to ensure the functionality of call monitoring tools. 		

Interested applicants are requested to email us your applications with the following documents before 1600 hrs on 7th January 2024 to careers@tradenet.com.mv

- Completed Job Application Form (attached)
- Passport Size Photo (Digital Copy)
- Scan of National ID card
- CV
- Scans of educational certificates
- Employment reference letters

Kindly note that only shortlisted candidates will be contacted for an interview.