

## Job Opportunity

<b>Post</b>	Call Centre Quality Assurance - Officer	<b>Reference</b>	TradeNet-CS/J/2021/16
<b>Employment Type</b>	Project Based		
<b>Term of Employment</b>	Duration of the assignment is 1 (one) year from the commencement of the work. Contract extension based on performance and need.		
<b>No of positions</b>	01		
<b>Remuneration</b>	Based on qualification and experience		
<b>Scope of Work</b>	<ul style="list-style-type: none"> <li>• Performs quality assurance reviews; by monitoring inbound and outbound support conversations (call, chat, email) to analyze and evaluate customer service skills against established quality metrics and KPIs;</li> <li>• Analyze all customer service and quality metrics and how the support team's performance affects those KPIs;</li> <li>• Create strategies to improve customer support KPIs and quality metrics;</li> <li>• Assess customer service agent performance; counsel, and coach them to improve customer service quality by providing specific instructions and constant support;</li> <li>• Map the need for training; coordinate and facilitate call calibration sessions;</li> <li>• Document and report quality issues and performance measures for management review; analyzes results and recurring trends; provides feedback to management concerning these findings;</li> <li>• Create reports that reflect support performance; monitor performance on agent, team and client level;</li> <li>• Maintain and develop support and call center quality standards;</li> </ul>		
<b>Qualification &amp; Experience</b>	<ul style="list-style-type: none"> <li>• 2-3 years experience in customer service or contact center;</li> <li>• Experience following up with customers and resolving cases;</li> <li>• Analytical and data visualization abilities;</li> <li>• Working knowledge with Microsoft Office Applications (Excel, PowerPoint, Word).</li> </ul>		
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Great organizational and people skills and ability to communicate feedback and ability manage multiple projects and deadlines effectively;</li> <li>• Problem-solving capabilities to create meaningful strategies to improve support quality;</li> <li>• Motivated self-starter with solid organizational skills, strong listening, verbal, and written skills.</li> <li>• Self-motivated critical thinker with the ability to work independently and maintain objectivity and lack bias in evaluations.</li> </ul>		

Interested applicants are requested to email us your applications with the following documents before 1400hrs on 17<sup>th</sup> July 2021 to [careers@tradenet.com.mv](mailto:careers@tradenet.com.mv)

- Completed Job Application Form (<https://tradenet.com.mv/applicationform>)
- CV
- Scan of National ID card
- Scans of educational certificates
- Employment reference letters
- Police Report