

## Quality Assurance Executive

### Overview

Reporting into Head of Shared Service Centre we are looking for a Quality Assurance Executive, fluent in English to join the team based in our new Shared Service Centre

This position is full time permanent.

Working hours for this role are :

Predominantly Monday to Friday 9-5:30 but flexible to suit a 24 hour 6 day a week operation and visit customer advisors on their shift pattern when needed

### What you will be doing

- You will be responsible for assessing the quality of contacts for our customer service advisors, across calls, chats, Social Media and e mail channels.
- Create and implement a quality scorecard that measures:
  - Customer experience and outcome
  - Company compliance
  - Engagement through attitude and approach
- Liaising with Team Leaders, Trainer, Senior Managers within the business, providing constructive feedback, identifying trends, to drive continuous improvement.
- Ensuring that customer interactions are aligned with our business goals.
- Delivering against departmental CSAT KPI 's
- Hold calibration sessions with customer service advisors

We would love to meet someone with

- Experience in a customer-facing role – in retail, call centre or similar
- Fluent in English
- Strong written skills - good tone, concise, accurate spelling, and grammar
- Good analytical skills, uses data from multiple systems to spot trends and improvements
- Confident, friendly manner
- Excellent listening and communication skills.
- Good IT Skills – Outlook, Word, Excel, Internet Browsers preferably have used 8X8 and Zendesk
- Experience in any eCommerce customer service – website, Amazon, eBay
- Outgoing, friendly, 'people person'
- Passionate about and take pride in helping individuals to provide the very best customer service
- Enjoy working in a fast-paced environment, can think on your feet and able to multitask
- Get stuck in, solve problems and have a can-do attitude
- Remain calm in difficult situations and love working as part of a team

What's in it for you?

- Competitive salary and benefits package
- Holiday allowance
- 50% staff discount & 25% for family and friends
- Pension scheme (eligible after a probationary period)