

Job Title: Quality Control Manager

Department: Call Centre

Location: Ranchi, Harmu Road

Job Type: Full Time

Position Summary:

We are looking for a Quality Control Manager to monitor call recordings and the daily performance of Call Handling Agents (CHAs) by recording, reviewing and evaluating their voice.

Candidate must be professional and a personable leader committed to the overall objective and self development within the company.

Responsibilities:

The following is a list of the major responsibilities of the Quality Control Manager:

- Auditing the required number of calls and giving accurate feedback
- Provide data inputs to internal stakeholders
- Collaborate with internal teams to identify gaps and areas for improvement opportunities
- Prepare and analyze internal and external quality reports for management staff review
- Conducting Process Knowledge Test
- Conducting of Call Calibration and learning session
- To monitor the Queue and ensure Service Level is maintained
- Up to date knowledge on the assign project Oversee day-to-day teams' operation and performance
- Regular evaluation of performance and report on metrics
- Listen to team member's feedback and resolve any issues or conflicts

Qualifications:

To be considered for this position you will possess the following skills, attributes, and abilities:

- Must be Graduate/Post Graduate in any stream
- Good communication skills
- Candidate having knowledge of the 7 Quality tool framework is preferred
- Six Sigma certification is an advantage
- Interpersonal & Presentation skills
- Experience in working as a quality analyst in any call centre operation.
- Fluency in English, Hindi and Local language with excellence verbal and writing skills.