



Job Title: Quality Assurance Specialist
Department: Superior Contact
Reports to: Quality Assurance Manager

Position Summary: The Quality Assurance Specialist is responsible for measuring the performance of Superior Contact agents against established standards. The QA Specialist will monitor agent calls to assess employee demeanor, accuracy, expertise, and adherence to established policies and procedures, and provide feedback to agents to align behavior with best practices.

Essential Responsibilities: Quality Assurance Specialist primary duties are to:

- Measure employee performance via live and recorded call monitoring and account audits
- Provide feedback to call center staff
- Coordinate call calibration listening sessions
- Prepare quality monitoring data to track agent and team performance
- Produce reports for management review
- Identify process and performance gaps through observations
- Work with management on employee coaching, training, and development
- Identify call center training needs
- Participate in design of call monitoring formats, quality programs, and QA process
- Work on a variety of assigned special projects

Essential Qualifications:

- Experience in a Quality Assurance environment in a call center or the service industry
- Strong knowledge of customer care best practices
- Stable work record and job history
- Excellent customer service skills
- Excellent written and spoken communication skills
- Ability to prioritize multiple tasks to meet deadlines
- Proficiency with spreadsheet and other software.
- Able to use MS Office suite, proprietary, and client software
- Must work well in a fast-paced, team environment
- Strong analytical skills
- Good interpersonal skills

Physical Demands:

- Sitting for extended periods of time
- Reaching in any direction
- Communication skills using the spoken word
- Visualization necessary to participate in business functions

ADA: The employer will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990.

* This job description in no way states that these are the only duties to be performed by the employee incumbent in this position. Employee will be required to follow any other job-related instructions and to perform job-related duties requested by any person authorized to give instruction or assignments.

