



Quality Analyst - Call Center

- **Vacancy for:** 1
- **Posted on:** Nov. 12, 2018
- **Deadline:** Nov. 19, 2018, 11:55 p.m.

Basic Job Information

Job Category : Production / Maintenance / Quality
Job Level : Mid Level
Employment Type : Full Time
Job Location : Kathmandu
Offered Salary : Negotiable

Job Specification

Education Level : Under Graduate (Bachelor)
Experience Required : More than or equal to 2 years

Other Specification

- Must have Bachelor's Degree in any related field
 - Minimum 2, 3 or above years experience in Customer support / Call Centre Field
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Job Description

- Able to prepare the report from raw data and summarize them
 - Monitor both inbound and/or outbound calls quality on regular basis
 - Should be a team player and take care of call quality performance Evaluate the agents and share feedback within timelines
 - Understand the concept and do timely Call calculation for each assigned workflow
 - Conduct deep dive/Root Cause on Voice of end customer
 - Focus on bottom performers and work on their performance, create improvement plans for error
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Applying Procedure

Apply Link : <https://merojob.com/quality-analyst-call-center/>

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