

Customer Happiness Training and QA Lead

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Company: Circles Life

Location: Pakistan

Category: business-and-financial-operations

About Us

Founded in 2014, Circles is a global technology company reimagining the telco industry with its SaaS platform - Circles X, helping telco operators launch and operate successful digital brands through its offerings.

Having pioneered a successful blueprint for disrupting the telco space in Singapore, Circles has since launched its own digital telco, Circles.Life, in Singapore, Taiwan and Australia.

Circles has also partnered with other telco operators to launch digital services, enabling our partners to accelerate growth and capture market share within a short period of time.

Today, Circles is partnering with operators in 14 countries to deliver delightful digital experiences to millions of people through our businesses.

We are backed by global investors such as Sequoia, Warburg Pincus, EDBI and Founders Fund – renowned backers of industry-shaking innovators.

About This Role

We are seeking a dynamic and experienced Lead for Quality Audits and Training to join our call center team. The ideal candidate will be responsible for developing, implementing, and overseeing training programs focused on quality assurance and auditing processes. They will play a crucial role in ensuring that our contact center agents are equipped with the necessary skills and knowledge to consistently deliver exceptional service and adhere to quality standards. This multifaceted position requires an individual who can oversee quality assurance initiatives, design and execute effective training programs, and drive continuous improvement efforts to optimize our contact center operations.

The successful candidate will play a pivotal role in enhancing agent performance, ensuring adherence to quality standards, and streamlining processes to deliver exceptional customer service.

Key Responsibilities:

Develop and implement comprehensive training programs focused on quality assurance, auditing processes, and adherence to policies and procedures.

Conduct regular quality audits and review Quality Assurance reports to assess agent performance and adherence to quality standards.

Provide constructive feedback to agents based on audit findings and mentor team members to ensure ongoing development and improvement.

Collaborate with call center management to identify training needs, develop strategies to address them, and maintain internal support and quality assurance standards.

Review a subset of support agents' interactions (calls, emails, chat, social media) to assess support interactions based on established quality standards.

Analyze customer service metrics (e.g., CSAT, Quality Scores) and work with the QA Team to improve the standard of delivery and support KPIs.

Create strategies to improve support KPIs and monitor customer service performance on the agent and team level.

Prepare, maintain, and update training materials, manuals, and documentation to ensure consistency and effectiveness.

Stay updated on industry best practices and trends related to quality assurance, training methodologies, and call center performance.

Foster a culture of accountability, excellence, and continuous improvement within the call center team.

Minimum Requirements:

Bachelor's degree in business administration or a related field.

Proven experience in a contact center environment, with a minimum of 3 years in a training or

quality assurance role.

Strong understanding of quality assurance principles, processes, and methodologies.

Experience developing and implementing training programs, preferably in a call center or customer service setting.

Excellent communication skills, both verbal and written, with the ability to effectively convey complex information to diverse audiences.

Strong analytical and problem-solving skills, with the ability to identify trends, patterns, and areas for improvement.

Proficiency in using Microsoft Office Suite and other training software/tools.

Ability to work independently and collaboratively in a fast-paced environment.

Flexibility to adapt to changing priorities and business needs.

Preferred Qualifications:

Certification in quality assurance or training (e.g., Six Sigma, Train the Trainer, etc.).

Experience with contact center software and quality monitoring systems.

Experience working with remote teams or managing virtual training sessions.

What's on offer:

We provide a great environment and platform for employees to build their career. In this role, you can expect:

Unique opportunity to be a part of innovating the telecommunications industry

Once in a lifetime chance to help shape a brand from the ground up

Autonomy in the role and in managing your own portfolio

Exposure to the fast-paced world of high-tech start-ups

Attractive experience and compensation

Working with passionate, smart and driven colleagues in a vibrant environment

Circles.Life is committed to a diverse and inclusive workplace. We are an equal opportunity employer and do not discriminate on the basis of race, national origin, gender, disability or age.

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