

Partner Support Trainer / QA

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Company: Snoonu

Location: Karachi

Category: business-and-financial-operations

A little bit about us!

At Snoonu, we hold the belief that technology has the power to make anything possible.

Our Vision: to be the first Qatari Super App that propels the region and its community through innovation and technology. We envision a global expansion where what we do surpasses norms and limitations every time.

Our Mission: To radically transform how people live by leveraging technology to connect them with endless possibilities.

Values we live by:

- Be Customer Obsessed - "Focus on the customer and all else will follow."
- Act with Integrity - "We are honest, ethical, and trustworthy in everything we do."
- Be Curious and Creative - "We constantly innovate and create solutions to bring a lasting positive impact."
- Lead by Example and Take Ownership - "Be the change you want to see and take ownership."
- Hustle and Deliver Results - "You can do more by doing less, better, and faster."
- It's all about people - "Be a Team player, together we are stronger."

Key Responsibilities:

- Facilitate the comprehensive training of newly onboarded agents, ensuring seamless

integration into the team.

- Provide adept coaching and guidance to existing agents in effectively managing Quality Assurance (QA) markdowns, thereby upholding the highest standards of service excellence.
- Undertake the coordination and execution of training modules for the introduction of novel features, guaranteeing the team's adeptness in their incorporation.
- Develop and Create weekly quizzes and interactive activities designed to ensure the entire team is on the same page regarding product knowledge and SOP understanding.
- Prioritize mentoring and skill development of new team members through structured training and continuous coaching.
- During non-training periods, engage in QA-associated tasks, data clean-up, any improvement-driven project, etc.

Requirements:

- Bachelor's degree in Marketing, Communications, Media, or a related field.
- 2-3 years of experience in content creation and management, in an eCommerce or digital environment.
- Strong system handling with a keen eye for detail.
- Experience with content management systems.
- Ability to manage multiple tasks and deadlines in a fast-paced environment.
- Excellent communication and collaboration skills.

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