

Quality Assurance Executive (QA)

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Company: 3DLifestyle

Location: Lahore

Category: other-general

Position: Quality Assurance Executive (QA)

Education: Minimum of a Master's Degree (Any Field).

Experience: 1-2 years of industry experience in managing a reputable call center.

Job Description:

As a Call Center Quality Assurance Executive, your primary role is to manage and oversee the operations of a call center team to ensure smooth and efficient customer service interactions.

Your responsibilities include:

Manage and lead a team of call center agents, including hiring, training, coaching, and mentoring.

Set clear performance expectations, monitor progress, and provide constructive feedback to ensure excellent customer service.

Oversee day-to-day call center operations, including managing call queues, scheduling shifts, monitoring call volumes, and ensuring adherence to call center policies and procedures.

Handle escalated customer issues or complaints that require higher-level resolution, ensuring swift and satisfactory resolution.

Conduct regular quality assurance assessments of call center interactions, including call monitoring, reviewing call recordings, and providing feedback to agents for continuous improvement.

Provide ongoing training and development opportunities to call center agents, identifying

training needs and designing effective training plans.

Define and monitor performance metrics and goals for the call center team, preparing regular reports for management on team performance and trends.

Analyze data to identify areas for improvement and enhance team performance and overall customer satisfaction.

Collaborate with other departments and teams within the organization to address complex customer issues and ensure coordinated solutions.

Identify opportunities for process improvement within the call center, working with stakeholders to implement changes that streamline operations and enhance efficiency.

Maintain open lines of communication with call center agents, management, and other stakeholders, ensuring smooth coordination and collaboration.

Ensure compliance with company policies, procedures, and regulatory requirements, such as data privacy, security, and applicable laws.

Foster a positive and inclusive work environment within the call center, promoting employee engagement, motivation, and recognition of exceptional performance.

Play a critical role in delivering excellent customer service, achieving performance goals, and ensuring the smooth and efficient operations of the call center.

Gender:Females are highly encouraged to apply.

Immediate Availability:Candidates who can join immediately are preferred.

Job Type:Full-time.

Ability to Commute/Relocate:

Lahore:Ability to reliably commute or plan to relocate before starting work (Required).

Join Us in Delivering Exceptional Customer Service and Efficient Call Center Operations!

Mention job title in your email subject, if you have any questions, please feel free to contact:

3D Lifestyle – HR Department+92 344 4455461

To book a consultation or a demo, please contact us by clicking the button below and a representative will reach out to you directly.#J-18808-Ljbffr

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