

Company Name	<b>PT Longan Management Services</b>
Job title	<b>Quality Analyst (Call Center)</b>
Subordination	Direct to: Head of Collections
Stages of the interview	2
Requirements	<ul style="list-style-type: none"> <li>• Must have at least 3 years of experience in a call center.</li> <li>• Data analytics background helpful but not required</li> <li>• Proficient in English and Bahasa Indonesia is strongly preferred.</li> <li>• Excellent communication and interpersonal skills, both verbal and written.</li> <li>• Customer centric attitude and works well under pressure.</li> <li>• Excellent time management, organizational and motivational skills.</li> <li>• Analytical to be able to spot trends and identify areas of improvement.</li> <li>• Must have a positive and enthusiastic personality.</li> <li>• Ability to work independently as well as in a group environment</li> <li>• High collaboration and adaptable to changes in a dynamic environment.</li> <li>• Work is subjected to change to meet business/operational needs.</li> </ul>
Responsibilities	<ul style="list-style-type: none"> <li>• Conduct quality audits on each team member, ensuring team members meet and/or exceed service standard key performance indicators</li> <li>• Conduct audits on all forms of communication, including Voice and Email</li> <li>• Monthly review with each team member their individual quality scores, having them listen or evaluate the calls, emails and/or chats themselves.</li> <li>• Provide feedback, examples and mentoring on areas which need improvement while providing praise on those areas where the team member is exceeding expectations.</li> <li>• Offer recommendations on non-performing team members to management.</li> <li>• Must be detail oriented, consistent with follow up and coaching</li> <li>• Provide a detailed monthly report on the department quality audit scores, frequently missed standards, and recommendations for areas of improvement which fall below the department KPI's.</li> <li>• Any other responsibilities that may be assigned from time to time by Management.</li> </ul>
Office location:	Badung, Bali
Others:	

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