

JOB DESCRIPTION

Position : Service Centre Quality Assurance Specialist	
Location:	Cape Town
Date:	November 2011
Reporting To:	Jerome Hewitson
Reporting to You:	N/A
Purpose	<p>To provide up-to-date and on-time statistics to ensure the proper management of SC output, to enable the SC to deliver superior customer service within target and budget.</p> <p>This include:</p> <ul style="list-style-type: none"> • Performing a MIS function by gathering of business intelligence from our customer contact reports • Drive and implement Clickatell's customer advocacy program internally that support the VOC initiative. • Perform a QA function on all customer interactions via the multi channels
Key Responsibility Areas:	<p>Reporting – Service Centre Consultants:</p> <p>Produce daily, weekly and monthly management reports</p> <p>Customer Advocacy Reports</p> <ul style="list-style-type: none"> • Gather and collate customer interaction reports • Drive and implement the VOC program internally <p>QA Function</p> <ul style="list-style-type: none"> • Participates in design of customer interaction monitoring formats and quality standards. • Performs call monitoring and provides trend data to supervisor and management. • Uses quality monitoring data management system to compile and track performance at team and individual level.

	<ul style="list-style-type: none"> • Monitors email, chat, SM and call customer contacts. • Participates in customer and client listening programs to identify customer needs and expectations. • Provides actionable data to various internal support groups as needed. • Coordinates and facilitates call calibration sessions for call center staff. • Provides feedback to SC supervisor and manager. • Prepares and analyzes internal and external quality reports for management staff review. <p>General Administration:</p> <ul style="list-style-type: none"> • Collect leave forms and maintain attendance registers • Processing of daily payments electronic payments made by customers • General office duties
Core Competencies:	<ul style="list-style-type: none"> • Good interpersonal and communication skills and able to communicate clearly. • Excellent written communication. Ability to write clear and concise reports, etc. • Able to work reliably and responsibly with colleagues and the manager to achieve organisational goals. • Must be comfortable in Microsoft Windows environment with good working knowledge of the Internet, email and general computer concepts.
General Competencies:	<ul style="list-style-type: none"> • Computer literate (MS Office, MS Windows, Internet and email). • Foresight, analysis and logic, systematic and orderly planning, attention to detail.
Experience and Education:	<ul style="list-style-type: none"> • Matric with relevant experience as a Quality Assurance specialist in a Customer Service environment. • 6 month experience in an MIS or business intelligence environment. • Two years of call centre customer care experience, preferably in a

	<p>technical environment.</p> <ul style="list-style-type: none"> • Excellent oral, written and interpersonal communication skills. • Exceptional listening and analytical skills. • Intermediate level of knowledge/expertise with PC hardware and software (Word and Excel). • Intermediate to advanced level of knowledge with Internet technology; familiarity with cable modem technology desired. • Strong knowledge of QA processes and techniques. • Demonstrated ability to work well in a team environment. • Dedication to providing exceptional customer service.
<p>Personal Characteristics:</p>	<ul style="list-style-type: none"> • Excellent organisational skills. • Attention to detail. • Self-driven and self-motivated. • Good communicator. • Good interpersonal skills. • Positive outlook on life. • Assertive nature. • Logical thinker, especially regarding troubleshooting. • Customer service orientated. • Responsible and accountable. • Works/performs well under pressure. • Willingness to learn.
<p>Special Requirements:</p>	<p>Regular and on time attendance</p>
<p>Note:</p>	<p>To perform this job successfully, the individual must be able to perform each essential duty satisfactorily. The requirements listed above are representative of the knowledge; skill and or ability required and are not</p>



intended to be an exhaustive list of all duties and responsibilities associated with this job.

You will be required to perform all reasonable duties assigned to you or related or incidental to the proper completion of your job tasks;

During a colleague's leave of absence from the company or during month end or peak business periods, you may be required to perform other job tasks upon reasonable request from your line manager.