

## Call Quality Analyst

### Job Location

Bangalore, India

### Description

What You'll Be Doing

1. Monitoring and auditing calls for assigned employees
2. Audit calls and give feedback on strength and developmental areas to improve employees sales performance
3. Ensuring achieving the assigned monthly audit
4. Using quality monitoring data management system to compile and track performance at individual level and share feedback
5. Provide feedback and quality report with internal team
6. Suggest training needs and developments

### Skills

- Auditing calls,
- Quality assessment

### Other Points

Required Candidate profile

1. Candidate Should speak English Fluently. Regional Language is a plus
2. Candidate Should have experience in auditing calls, Quality assessment
3. Good communication skills
4. Good listening skills

### Hiring organization

Rojgar Group

### Employment Type

Full-time

### Experience

- Experience – 2-4 Years
- Languages: English  
Communication Mandatory.
- Location – Mumbai Based  
(central line preferred)
- Joining – immediate/15 days
- Industry – EdTech or similar

### Date posted

March 18, 2022