

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