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