

**Job Title**                      **Quality Assurance Manager**

### **History:**

In business for twenty years, BEL USA, LLC dba Discountmugs.com is one of the largest suppliers of personalized products in the United States. Proud to provide our customers with top quality, wholesale products at the lowest discount prices in the market, our goal continues to be complete satisfaction. As we continue to grow, our extensive inventory allows us to provide our customers with valuable, low-cost factory direct promotional items, that our customers love. With hundreds of specialists, each playing a role in our different departments, we ensure that we deliver premium customized products that will help our customers grow their business or enhance their personal event. BEL USA is headquartered in Medley, Florida and have been in business since 1995.

### **Summary:**

We are looking for a reliable Quality Assurance Manager Experienced with CallMiner Speech Analytics. Quality Manager's primary focus is to ensure that all internal quality requirements on every customer interaction. The ideal candidate is a reliable and competent professional whose approval will be necessary for the continuation of a Voice of the Customer Cycle.

**Essential Duties and Responsibilities include the following.** Other duties may be assigned/changed to meet business needs.

- Develop, facilitate and coordinate on-the-job quality training and orientation meetings for newly hired employees
- Planning continuous education of quality and personal development sessions for employees by collaborating with managers on which topics employees need improvement on
- Create quality assurance policies and procedures
- Design call monitoring formats and quality standards used to identify emerging trends
- Quality monitoring of agent population compiling and tracking performances at team and individual levels
- Facilitate proactive solutions by collecting and analyzing quality data using CallMiner Speech Analytics Tool
- Possess a comprehensive understanding of creating Sintax and CTQ components

- Provide actionable data to the various internal support groups in the form of up job aids and make recommendations to the training department
- Create and arrange quality initiatives visual aids after first determining the best tool for operations to coach on a particular subject across all channels
- Coordinate and facilitate call calibration sessions and measure variance amongst teams
- Conduct formal staff meetings with team weekly
- Analyzes call type trends identifying key areas of opportunities and communicates effectively across multiple lines of business
- Ensure initiatives are developed aimed at meeting and exceeding sales conversion and customer service

## **Job Requirements/Qualifications**

- 8 – 10 years' experience in high volume/fast paced contact center both sales and customer service
- Proven experience as a quality assurance manager or relevant role
- Thorough knowledge of methodologies of quality assurance and standards
- Excellent numerical skills and understanding of data analysis/statistical methods
- Outstanding communication skills
- Great attention to detail and a results driven approach
- Minimum 5 years as a Quality Manager leading a quality department
- Minimum 3-5 years working as QA
- Excellent written, verbal and presentation skills
- Demonstrated ability to build and maintain good working relationships with colleagues
- Attention to detail and ability to multi-task
- Excellent knowledge around SLAs, KPIs from service level and sales perspective
- Strong knowledge of Microsoft applications
- Bachelor's Degree
- Fluent in Spanish a plus
- Desired experience coaching and calibrating agent calls using QA software (Call Miner)
- Preferred working knowledge and use of MS Dynamics CRM

