

JOB TITLE		QUALITY ASSURANCE STANDARDIZATION OFFICER	
JOB OBJECTIVES:			
DEPT/DIVISION:		REPORTS TO:	SUPERVISES:
RELATIONSHIPS:		GRADE:	
JOB RESPONSIBILITIES:		KEY PERFORMANCE INDICATORS:	
<ul style="list-style-type: none"> • Update response templates for email queries (where necessary) • Play back and evaluate the Experience teams' calls (CAU, Tele-sales and Tele-collections) • Randomly select chats and emails for evaluation • Listen to the call interactions to ensure that customers are well served • Review email responses sent to customers vis-à-vis their requests for quality assurance • Confirm that agents use the right applications to attend to customer • Check that interactions are properly documented on CRM or any other platform available • Check to confirm that identified customers' queries are followed up on and resolved • Send daily evaluation reports to the team copying their supervisors • Prepare monthly, quarterly and annual Quality Assurance reports with documentations • Schedule coaching sessions with the teams to give real time feedback on gaps identified • Assist with the tele-team's process documentation when necessary • Update the Knowledge hub platform as advised by the supervisor and review information contained in the platform periodically for correctness • Assist the supervisor with periodic trainings of the tele-teams • Work with the supervisor to deploy monthly knowledge assessment tests for the tele-teams 			
COMPETENCE REQUIREMENTS		APPLICATIONS & TECHNOLOGY	
FUNCTIONAL <ul style="list-style-type: none"> ○ Critical Thinking, Problem Solving and Analytical Skills ○ Knowledge of Quality Assurance evaluation ○ In-depth Knowledge of Consumer Lending ○ Documenting ○ Research Skills ○ Conflict Resolution ○ Emotional Intelligence ○ Project Management ○ 	BEHAVIORAL <ul style="list-style-type: none"> ○ Self-Assured, Confident and Assertive ○ Relationship Management (including collaboration & teamwork) ○ Effective Communication Skills ○ Continuous Learning & Improvement ○ Business Writing ○ Time Management ○ Effective Listening ○ Customer Service 		
		WORK CONDITIONS	
JOB SPECIFICATION			
Educational Qualification			

Professional Qualification	
Desired Experience/ Knowledge	