
Position Title: Quality Coach

Department: Training and Quality
Reports to: Training and Quality Manager
Supervises: N/A

Description:

The Quality Coach will be responsible for compliance of processes and procedures in the Quality team. The Quality Assurance Coach will evaluate individual staff performance by regular work observation, maintaining performance scores and comparing results and trends with standards, controls and procedures. They will be responsible for identifying training needs and identifying improvement needs in processes, procedures and utilization. The Quality Coach will work closely with Supervisors in the development and implementation and support of operational policies and procedures.

Key Responsibilities:

- Monitor Agent quality on a daily, weekly and monthly basis.
- Develop and maintain Quality reports at Agent, team and call center level.
- Assist in developing and streamlining Quality procedures.
- Communicate with and support Quality and Training Manager, Operations Manager, Supervisors, Leads, and employees; this includes general collaboration and troubleshooting.
- Participate and contribute to company projects and developmental meetings.
- Coach agents on a daily, weekly and monthly basis for the purpose of Quality improvement.
- Provide written and verbal feedback to agents on all completed evaluations.
- Support the Quality team.
- Attend calibration calls as required.
- Spend time in Agent role as required.
- Assist with special projects and other duties as assigned.

Knowledge, Skills and Abilities:

- High School diploma required. Bachelor's degree preferred.
- Must be fluent in written and spoken English.
- Minimum of 2 years experience in a Customer Care and/or BPO operation.
- Usable knowledge of Microsoft Excel and Outlook software programs.
- Six months experience on the applicable client account.
- Understand and comply with all company and departmental rules and regulations, policies and procedures and confidentiality requirements.
- Must have the ability to perform basic math skills
- Must be able to handle multiple projects simultaneously and be receptive to change.
- Must be comfortable in a technical environment.
- Strong knowledge of the applicable client account is required.
- Strong Customer Service/Retention/Sales skills.
- Must be a self starter, organized and pay close attention to detail.
- Has a desire to assist others to reach personal goals.

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- Must be flexible with schedule and work well under pressure.
- Works well in a team environment, a good communicator, pays close attention to detail and is deadline driven.
- Skills in establishing and maintaining effective working relationships with staff, management and customers.
- Possesses a positive and upbeat personality with excellent attendance records and a strong understanding of the Quality guidelines.
- Passion for excellence, strong work ethic and solutions-oriented.
- Fast learner with an entrepreneurial spirit.

Physical Requirements:

While performing the duties of this job the employee requires mobility, the ability to distinguish letters, numbers and symbols as well as hand/eye coordination. The employee regularly sits for long periods of time. The employee is occasionally required to stand, walk, and reach with hands and arms. The employee regularly uses office equipment such as multi-line telephone systems, fax machine, copy machine, calculator. Employee will regularly use a computer for extended periods of time. The employee must occasionally lift and/or move up to 10 pounds.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

All of the above job duties may be changed/modified/deleted at any time by the Company; any other job duties may be assigned as needed.