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## Quality Reviewer

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Company: Outplex

Location: Bogotá

Category: life-physical-and-social-science

### Company Overview

Outplex is recognized as one of the leading customer contact organizations for superior quality, professionalism and results. Outplex is a top contact center providing services and digital transformation to some of the most recognized companies today! Our success can be attributed to one thing – outstanding employees who provide superior services and products to our customers. Come find out for yourself what is the Outplex difference!

### Position Responsibilities:

Quality personnel are required to monitor various communications to ensure compliance of all applicable rules and regulations.

Ensure quality metrics are met by assessing accurate samples and monitor process improvement initiatives

Responsibilities include agent-wise quality monitoring of transactions (chats, email, call recordings, social media interactions), team level quality analysis, conducting calibration, creative approvals, performing fraud audits and compliance audits

Defining and updating quality frameworks to match the workflows

Often required to track team reporting, present audit findings to client and internal stakeholders, provide feedback and coaching to agents to improve quality.

Attend sessions with client stakeholders to provide insights on quality improvements and collaborate with training to help develop agent quality improvement plans

Performs monitoring and provides feedback and, trend data to team management

Uses quality monitoring data management system to compile and track performance at team and individual level

### **Essential skills and experience:**

Two-three years minimum of relevant experience Experience working as an agent prior in same or similar workflows Excellent oral, written and interpersonal communication skills. Exceptional listening and analytical skills. Intermediate level expertise with Word and Excel. Intermediate to advanced level knowledge with Internet technology. Strong knowledge of customer care processes and techniques. Solid understanding of workflow tools used for providing services Demonstrated ability to work well in a team environment. Dedication to providing exceptional customer service.

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Generated on: 2024-05-03 by Expertini.Com