



Official name of the designation: Quality Analyst- Customer Service

Educational qualifications required Any Graduate.

Work Location: #31,4th Floor,Above A2B Restaurant, Hebbal Outer Ring Road, Bhadrappa Layout,Nagashettyhalli Bangalore-560094

Google map address of our office: <https://goo.gl/maps/9uAQD8hqgnc17uD97>

1. **Roles and responsibilities:**

- Prepare and design Quality parameters, standards and monitoring formats.
- Perform ticket/email monitoring and provide trend data to management team.
- Compile and track performance at team and individual level and share employee feedback to team leaders and managers.
- Identify the challenge areas and propose training requirements/improvement programs for resources.
- Provide actionable data to various internal support groups as needed.
- Participate in client interaction sessions to identify process needs and expectations.
- Coordinate and facilitate calibration sessions with team/group leaders.
- Prepare and analyze internal and external quality reports for review.
- Ensure that FEVTutor policies are adhered by the resources in their communication and responses.
- Perform other duties as assigned.

2. **Skills Required:**

- Prior work experience in voice/non-voice, Customer service, Quality Analysis will be preferable.
- Quality Analysis and soft skills
- Good written, communication and interpersonal skills
- Good typing skills
- Thorough working knowledge in MS Office tools

Reporting hierarchy (reporting to): Product Head

NOTES: If you have any doubts, please write to careers@focusedumatics.com