

Position Description

Vacancy Title: **Quality Assurance Analyst - Ecommerce- Nadi**

Location: **Nadi**

Reports To: **None**

Objective

We are now looking for exceptional talent to join our growing organization and share in the success of this venture. If you are a self-motivated, enthusiastic individual aspiring for a long term career in a growing organization then we would like to help you in developing your career:

Outcomes

Organisational Stakeholders

1. Quality Evaluations:

- Evaluate at least 2-3 calls or emails every week using the account's approved quality scorecard.

2. Quality Outcome Reports:

- Ensure that high-quality weekly and monthly outcome reports with in-depth analysis and action plans are sent to the respective stakeholders.

3. Quizzes/Assessments:

- Conduct weekly quizzes and communicate the findings with relevant stakeholders to discover knowledge or skill gaps and devise improvised solutions.

4. Account Quality Target:

- Ensure that the account/s to which you've been assigned reaches a monthly 95% quality outcome.

5. Live Monitoring/Coaching & Feedback Sessions:

- On a weekly basis, all accounts assigned must complete 30% of live monitoring sessions with documented coaching and feedback sessions.

6. Calibration Sessions:

- Ensure that weekly calibration sessions are held for all of the accounts to which you are assigned to ensure that essential behaviors for success are in place, allowing the managerial/leadership teams as well as the agents, in collaboration with the QA team, to effectively analyze agent performance and improve customer service.

7. Mystery Shopper Exercises:

- You must do monthly phone or written mystery shopping activities to ensure that our customers' journeys have received great customer service. A report with in-depth analysis, action plans, and improvised solutions must be presented.

8. Ad-Hoc Tasks:

- Providing operational support when required i.e. floor walking, coverage, etc.

Responsibilities - Key Competencies

Competence	Description
Customer	
Quality Focus	Deliver quality.
People	
Team Orientation	Work in a team towards a common aim.

Qualifications

Qualification	Discipline	Notes
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Work Knowledge and Experience

- Experience in quality assurance & customer service
- Prior airline or e-commerce experience would be an added advantage
- Proven track record of analytical skills
- Hands-on experience in quality assurance

- Great people skills and ability to communicate (negative) feedback
- Good organizational skills, knowledge of goal-setting practices
- Examples of data visualization abilities and understanding of support metrics
- Perception of basic business metrics and how support impacts those
- Problem-solving capabilities to create meaningful strategies to improve support quality
- Flexible to do nightshift

Requirements

Language Proficiency

Fluency in both written and spoken English

Other Required Requirements

No other required items found.

Interactions

Type	Interaction	Comments
No interactions found.		

Attributes

Behavioural Styles

- Accountable** Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
- Achiever** Puts in effort to achieve a desired result or goal and is motivated by this end and the overall accomplishment.
- Detail oriented** Attends to the small elements of a task/activity, ensuring completeness and accuracy.
- Punctuality** Completes a required task or fulfills an obligation before or at a previously designated time

Interpersonal Styles

- Team Oriented** Enjoys being with others as part of a group or team.
- Trusting** Places confidence in others without misgivings, relying on their ability, character, and truthfulness.

Thinking Styles

- Analytic** Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.
- Challenger** Queries, tests information/beliefs and provokes thought.
- Numerate** Shows abilities in quantitative thought and expression.
- Well organised** Controls tasks in a well thought out and critical manner.

How To Apply

All applications are to be submitted via the link below: <https://jobs.hrmonise.com/details/3718/centrecom-fiji/quality-assurance-analyst-e-commerce-nadi>

Contact for Enquiries

Contact Name: Pooja Reddy

Contact Email: Vacancy@centrecom.com.fj

Further Contact Information: --

Closing Date: 07 Apr 2025