

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

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 Enjoys being with others as part of a group or team.
Oriented
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.
Nurate 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/3862/centrecom-fiji/quality-assurance-analyst-ecommerce-v-100-nadi-1>

Contact for Enquiries

Contact Name: Pooja Reddy

Contact Email: Pooja.Reddy@centrecom.com.fj

Further Contact Information: --

Closing Date: 16 Jun 2025