

## Position Description

Vacancy Title: **French Quality Assurance Analyst - Hertz EU Voice**

Location: **Suva**

### 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
<b>Customer</b>	
Quality Focus	Deliver quality.
<b>People</b>	
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

To submit your application, please use the link below or scan the QR code provided.

## Contact for Enquiries

Contact Name: Mavnish Kumar

Contact Email: Mavnish.Kumar@centrecom.com.fj

Further Contact Information: --

Closing Date: 24 Dec 2025