

Position Description

Vacancy Title: Quality Assurance & Training Analyst - Ecom [Suva]

Location: Suva

Reports To: None

Objective

The Quality Assurance & Training Analyst ensures operational excellence through comprehensive quality monitoring, training delivery, and performance development across eCommerce and Customer Service accounts. This role combines quality assurance oversight, training facilitation, nesting support, and hands-on workflow coverage to maintain minimum 95% quality standards and drive continuous improvement.

Outcomes

Organisational Stakeholders

1. Quality Monitoring & Evaluation

- Conduct minimum 2 quality evaluations per workflow per agent weekly across all channels
- Apply consistent scoring methodologies for technical accuracy, compliance, soft skills, and customer experience
- Maintain minimum 95% quality standard across all monitored interactions
- Document all evaluations in QA Verifications Tracker within 24 hours
- Perform targeted monitoring for underperforming agents (lower quartile and failing quality over 2 consecutive weeks)
- Handle agent disputes on evaluation scores professionally and objectively within 24 hours
- Identify strengths and improvement opportunities through systematic analysis

2. Calibration Sessions

- Facilitate and participate in mandatory calibration sessions every fortnight/ month:
- Internal Calibration: With QA, Team Leads, and Training & Quality Manager, Campaign Coordinator/ Client Service Manager (minimum 1 per fortnight)
- External Calibration: With Clients and Internal Stakeholders (minimum 1 per fortnight)
- Align scoring standards across evaluators and ensure consistency
- Discuss edge cases and document calibration outcomes
- Maintain 95% inter-rater reliability through continuous alignment

3. Training Development & Delivery

- Design and deliver comprehensive onboarding programs (induction training)
- Facilitate refresher training and upskilling sessions for existing agents
- Create engaging training materials: presentations, job aids, quick reference guides, e-learning modules
- Conduct closed-book assessments for all induction and refresher training (mandatory)
- Achieve minimum 95% passing rate on all training assessments
- Update training calendars quarterly and publish to relevant stakeholders 3 months in advance
- Manage LMS content: uploads, updates, course resets, and version control
- Adapt delivery for classroom, virtual, and one-on-one formats
- Update materials within 5 business days of policy or process changes

4. Nesting & New Hire Support

- Provide dedicated support during nesting period (first 2-4 weeks post-training)
- Conduct daily check-ins with new hires during nesting phase
- Monitor live interactions and provide real-time coaching and feedback
- Track nesting metrics: quality accuracy, handle time, first contact resolution
- Conduct mid-nesting and end-of-nesting assessments
- Determine readiness for independent work based on performance criteria
- Ensure 90% of new hires complete nesting within designated timeframe

5. Coaching for Performance and Performance Management

- Conduct structured coaching sessions based on evaluation findings
- Implement Performance Improvement Plans (PIPs) for agents scoring below 95% for 2 consecutive weeks
- Provide real-time feedback during live monitoring sessions
- Document all coaching interactions in QA CRM within 24 hours
- Track post-coaching performance improvements and effectiveness
- Collaborate with Operations Leads to close performance gaps
- Escalate persistent performance issues through appropriate channels

6. Audits, Compliance & Risk Management

- Ensure 100% PCI DSS compliance across all customer interactions
- Conduct regular compliance audits on data handling, security protocols, and adherence to policies
- Track error patterns and identify systemic issues requiring intervention
- Escalate critical compliance risks within 24 hours to relevant stakeholders, clients and management
- Maintain current knowledge of regulations, policies, and industry best practices
- Handle customer complaints requiring QA review and thorough investigation
- Verify adherence to brand tone, guidelines, and communication standards

7. Workflow Coverage & Knowledge Retention

- Maintain cross-training certification on minimum 2 eCommerce accounts
- Dedicate minimum 2 hours per week on live workflow for knowledge retention
- Provide workflow coverage during agent absences, peak periods, or escalations
- Stay current on account-specific processes, products, system updates, and FAQs
- Participate in account-specific meetings, briefings, and client communications
- Maintain 95% quality standard while performing workflow coverage duties

8. Reporting & Analysis

- **Generate weekly quality reports covering:**
 - Quality monitoring results and trends
 - Error analysis by category and frequency
 - Calibration outcomes and alignment metrics
 - Compliance audit findings and risk identification
- **Produce monthly training reports including:**
 - Training completion and attendance statistics
 - Assessment pass rates and knowledge retention metrics
 - Post-training performance improvement data
 - Nesting success rates and time-to-proficiency
 - Track correlation between training interventions and quality improvements
 - Maintain 98% data accuracy across all reports and documentation
 - Identify skill gaps and recommend targeted training solutions

Responsibilities - Key Competencies

Competence	Description
Customer	Quality Focus
	Deliver quality.
Professional	Research
	Apply formal research methodologies.

Qualifications

Qualification	Discipline	Notes
Preferred	Certificate	Quality Management

Work Knowledge and Experience

2+ years of experience in Quality Assurance and/or Training (contact center environment)

Experience with eCommerce or customer service operations

Strong coaching, feedback, and facilitation skills

Proficient in MS Office, CRM systems, and LMS platforms

Understanding of PCI DSS compliance standards

Ability to handle disputes and complaints objectively

Excellent analytical and reporting skills

Experience conducting calibration sessions with clients

Multi-account management experience

Background in cross-functional team collaboration

Experience with workflow coverage and hands-on customer service delivery

Requirements

Regulatory Compliance Requirements

Police Clearance

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.
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
Reliable	Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.

Interpersonal Styles

Objective	Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.
Realistic	Shows concern for facts and reality, rejecting the impractical.
Self-sufficient and assured	Readily copes with situations without recourse/need of others, showing confidence and belief in oneself and one's own abilities.

Thinking Styles

Analytic	Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.
Concrete thinker	Focuses on the tangible experiences of actual things or events.
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 to be submitted via the below email. <https://jobs.hrmonise.com/details/4502/centrecom-fiji/quality-assurance-training-analyst-ecom-suva>

Contact for Enquiries

Contact Name: Farhana Hakim

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Further Contact Information:--

Closing Date: 01 Mar 2026