

## Job Title

Customer Service QA Analyst

## Reports To

Operations Manager

## Role Overview

The Customer Service QA will be responsible for monitoring and documenting all agent quality across the Customer Service Team in support of the departmental quality goals and initiatives. The QA analyst will fairly and consistently review calls, emails and web-chats of our agents for accuracy and soft skills; give constructive one to one feedback and provide detailed recommendations on how to achieve superior quality of support. They may also be required to monitor and review other tasks within the teams to ensure they are compliant, accurate and actioned to the high standards required.

## Specific Responsibilities

- Review all Customer Service agent tasks for accuracy of information and case handling standards
- Drive the importance of quality throughout the team and within the business by implementing best in class practises
- Participates in design of call monitoring formats and quality standards
- Organise feedback sessions with management to ensure clear expectations on the quality standards
- Provide Team Leaders and the Manager with regular performance feedback on the agents and recommendations
- Performs quality monitoring at team and individual level and provides trend data to management team
- Provides actionable data to various internal support groups as needed
- Prepare and analyse internal and external quality reports for management staff review
- Monitor quality metrics and provide in-depth analysis of customer satisfaction trends
- Record evaluation results utilizing departmental quality monitoring forms
- Provides detailed reports of any compliance breaches
- Calibrate quality control processes across each team and in conjunction with the complaints function

## Personal Qualities/Attributes

- Exceptional listening and analytic skills
- Excellent attention to detail
- Strong knowledge of customer care processes

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- Exceptional verbal & written skills
  - Strong problem solving skills
  - Strong presentation skills
  - Enthusiastic and motivated
  - Capable of working in a team environment, collaboratively, and independently with minimum supervision and upon own initiative

### Qualifications

- Insurance Qualified APA/CIP
- Evidence of further professional development (highly regarded)
- Third level education (desirable)

### Experience

- 2 years' experience of QA in a call centre environment (desirable)
- Knowledge of insurance regulation/compliance requirements
- General insurance, and/or specifically in Health Insurance
- Proficient in Microsoft Word / Excel / PowerPoint

applications to [careers@ie.sedgwick.com](mailto:careers@ie.sedgwick.com)