

External Job Vacancy Announcement

Job Title : **Quality Assurance Specialist**

AccessBank Liberia is looking for talented and ambitious candidates with requisite skills to occupy the position of **Quality Assurance Specialist**.

AccessBank Liberia Limited, shareholders are multinational entities including AccessHolding, African Development Bank and European Investment Bank.

Responsible for ensuring service meets the established standards of quality including reliability and performance. The role of the Quality Assurance Specialist is to monitor and assess the Contact Centers representatives, Collections officers, Customer service officers and other (here and after mentioned as agents) on the quality of interactions with members across all communication channels, and to coach the agents to meet standards of quality and key performance.

General responsibilities:

1. Maintain and develop internal support and call center quality standards;
2. Listen to incoming and outgoing calls to ensure excellent customer service, effective product presentation and ensure adherence to the scripts and communication;
3. Assess quality of service by monitoring recorded inbound and outbound calls;
4. Review a subset of the agents' conversations (calls, emails, chat, etc);
5. Monitor customer service performance on the agent and team level;
6. Create scripts for new products, services and tasks;
7. Update procedures and scripts based on customer response and change in business
8. Monitor agents' product (services, scripts, tasks) knowledge, ability to handle objections and call closure;
9. Train new hires on the usage of scripts and on best practices during a call;
10. Map the need for training and onboarding programs and initiate these projects;
11. Identify training needs and organize training interventions to meet quality standards;
12. Responsible to make sure that all necessary equipment and software is properly working, and must inform IT department immediately to technical issues;
13. Collect and compile statistical quality data;
14. Analyze data to identify areas for improvement in the quality system;
15. Track performance of individual scripts and agents;
16. Review calls against established metrics for call length, quality and opportunity generation;
17. Prepare quality reports for management;
18. Analyze all customer service metrics and how the support team's performance affects those KPIs
19. Audit both live and recorded calls; Identify follow-up on poor quality outcomes;
20. Draft quality assurance policies and procedures;
21. Develop the methodology on customer service quality assessment and indicators;

22. Interpret and implement quality assurance standards;
23. Devise sampling procedures and directions for recording and reporting quality data;
24. Evaluate adequacy of quality assurance standards;
25. Review the implementation and efficiency of quality and inspection systems;
26. Document internal audits and other quality assurance activities;
27. Develop, recommend, and monitor corrective and preventive actions;
28. Assure ongoing compliance with quality and industry regulatory requirements;
29. Evaluate audit findings and implement appropriate corrective actions;
30. Collect information about the customer's complaints, systematize, analyze and follow-up on resolving.
31. Create necessary queries and forms for customers interviews to meet business needs.

Other Duties and Responsibilities

1. Interact and coordinate with IT department of the bank and other related parties (internal/external) to implement the decisions and instructions of the management;
2. Identify fraud, risk and suspicious transactions and timely report to supervisor, Risk, Credit control and Internal audit departments;
3. Constantly look for ways to improve the processes in the bank and propose the initiatives and innovations for development to the management;
4. Constantly work on self-development and improvement of professional skills, share knowledge and conduct the training for colleagues;
5. Participates in projects held at ABL;
6. Perform other duties assigned by the management

Required Skills and Working Experience:

1. Minimum Educational level: Bachelor;
2. Min. of 3 years' work experience in a similar position in a supervisory role
3. Hands-on experience in quality assurance;
4. Great people skills and ability to communicate (negative) feedback;
5. Excellent listening skills;
6. Good organizational skills, knowledgeable in goal-setting practices;
7. Examples of data visualization abilities and understanding of Contact-center metrics;
8. Perception of basic business metrics and how the Contact-center impacts those;
9. Problem-solving capabilities to create meaningful strategies to improve the quality of the Contact-center operations and customer services.
10. Computer literacy: proficient in use of Microsoft office software (Word, Excel, Outlook and PowerPoint), myMBS and other IT support systems used at ABL;
11. Proven track record of strong analytical, numerical and technical aptitude. Accuracy and solid attention to detail;
12. Professional, ethical and discretion when dealing with confidential information;
13. Strong communication (verbal and written) and interpersonal skills;
14. Committed, responsible and able to work under pressure and limited time frames;
15. Ability to carry out the work on an independent basis as well as in working groups and teams;

Strong project management, planning and organizational skills; If you are interested and fulfill the above mentioned requirements, please send your application, as well as your cover letters and CV including testimony of all relevant documents to the Human Resources Department, AccessBank Liberia, 20th Street Sinkor or via email: hr@accessbank.com.lr Deadline for this vacancy is **Friday, April 30, 2021**.

PLEASE NOTE THAT ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED.