



### *Quality Analyst*

**Position Summary:** Responsible for the uniformity of communication, processes and building of our customer service brand.

#### **Responsibilities:**

- Receives assignments in the form of objectives and determines how to use resources to meet schedules and goals.
- Provides guidance to team members within the latitude of established company policies.
- Provide training on product knowledge and assess systems for improvement
- Recommends changes to policies and establishes procedures that affect immediate organization
- Uses directional guidance & department framework to meet objectives and create additional work plans.
- Routinely analyze quality results to report error trends

#### **Requirements:**

- Minimum of six (6) CXC subjects include Mathematics and English
- Minimum 3 years experience in Call Centre Operations
- Minimum 2 years experience in a senior post level
- Good time management and interpersonal skills
- Ability to lead and motivate others

**Please email CV to [hrjamaica@laparkan.com](mailto:hrjamaica@laparkan.com) by 15/10/2021**

**We thank all applicants; however, only shortlisted candidate will be contacted**