



Internal Job Posting

Position: Bilingual Vendor Quality Analyst
(Temporary – up to 18 months)

Department: Customer Service
Report to: Manager, Vendor Relations
Posting Date: June 24, 2010
Closing Date: July 2, 2010

Job Summary:

Responsible for the daily call monitoring, reporting and analysis of Vendor performance with respect to script adherence and KPI achievement to the Vendors and management Ensures the vendor operates in compliance with all regulatory and corporate policies, procedures and guidelines.

Job Responsibilities:

- Routinely monitors the daily and weekly metrics of outsourced lines of business based on agreed upon Service Levels and Key Performance Indicators
- Utilize available resources such as client access sites, and various databases to meet monitoring target of 20 evaluations daily/100 weekly/400 monthly.
- Provide training gaps and trending analysis to the Vendors
- Analyzes all performance reporting provided by Vendor and ensures any anomalies are reported to management.
- Provide sample calls and attend regular calibration sessions with the Vendors and provide feedback on the calls.
- Perform analysis and recognize patterns in data to initiate incremental improvements and solutions to existing processes, products and systems.
- Identify key training gaps and forward recommendation to the management team.
- Work with management to communicate trends, knowledge gaps and development opportunities in a time sensitive manner.
- Resolves quality issues or concerns with respect to the services being delivered.

Skill Requirements:

- At least 2 – 3 years experience in a Quality Analyst role within a contact centre
- Demonstrated ability to manage multiple projects or tasks with strict deadlines and deliver results
- Superior presentation, and analytical skills
- Strong attention to detail and quality.
- Excellent interpersonal skills, time management and strong organizational skills
- Ability to work independently and part of a team.

- Demonstrated ability to handle stress and work in a self-managed environment that can be highly pressured and constantly changing
- Excellent communication skills in both English and Spanish
- Flexible to work between the hours of 9am – 9pm

Technical Skills:

Proficient in the following software applications

- Microsoft Word, Excel, PowerPoint and Outlook
- All current CRM tools

Application Process:

If interested, please submit your completed “Job Application” form along with your resume and copies of your last 3 months KPI report cards to Rachel Dee in Human Resources

Please note: In order to be considered, applicants must have met or exceeded their report cards for 3 consecutive months prior to applying for the role. Compensation and position status are commensurate with the fulfillment of the requirements of the role.