

## Quality Assurance Analyst - Polish

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Company: Alorica

Location: Poland

Category: computer-and-mathematical

### **JOB SUMMARY**

Performs paraprofessional work administering the technical applications of a quality assurance and monitoring system used by QA staff to monitor inbound and outbound calls at a call center facility. Work is performed under general supervision.

### **JOB RESPONSIBILITIES**

- Required to assist with Operations duties such as supporting inbound/outbound calls, chats, email and/or video as it relates to the current program due to peak season requirements or as regular skill reinforcement.
- Transition between various clients or LOB's may require new hire training, nesting and supporting inbound/outbound calls, chats, email and/or video as it relates to the current program in order to meet client requirements and/or ensure proper skill development.
- Performs user and group account maintenance and administration tasks related to the creation, modification, and management of account/program groups
- Coordinates with Operations, IT, and Account Services to provides end user support and troubleshooting related to system and application issues
- Provides documentation of corrective action taken related to system and application technical modification
- Manages user and group privileges, definition of users and groups, analysis of users/groups hierarchies
- Enforces rules related to the analysis, creation, and maintenance of customized call recording

and interactions schedules

- Creates customized queries for end-user support
- Provides problem analysis and resolution in support of existing applications and projects
- Administers timekeeping functions via Alorica's time reporting system

#### **OTHER RELATED DUTIES**

- Assists IT department in quality monitoring problem resolution
- Assists Quality Management Services group in developing/reviewing test plans, relative to new implementations of voice recording and quality monitoring systems

#### **Minimum Education and Experience:**

- Associates degree from an accredited college or university with major coursework in a MIS, business, IT or a related field (Bachelor's degree preferred)
- Significant experience in quality monitoring
- Exposure to telephony concepts and voice recording workflow (preferred)

#### **Knowledge, Skills and Abilities:**

- High-level understanding of voice recording technologies
- Clear understanding of agent administration in CMS
- Strong command of English
- Strong written and oral communication skills
- Strong analytical skills

**Willingness to work 100% onsite in Lodz office.**

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