

## Quality Assurance Specialist Job Description

We are looking for a detail-oriented quality assurance specialist to be in charge of all quality assurance activities. The quality assurance specialist's responsibilities include developing and implementing quality assurance policies, conducting tests and inspections, identifying production, process, or product issues, and presenting solutions.

To be successful as a quality assurance specialist you should be incredibly thorough and able to help our company maintain the highest quality standards.

### Quality Assurance Specialist Responsibilities:

- Preparing and implementing quality assurance policies and procedures.
- Performing routine inspections and quality tests.
- Meet departmental productivity requirements (e.g. number of calls monitored per month, number of emails evaluated, etc.)
- Identifying and resolving workflow and production issues.
- Ensuring that standards and safety regulations are observed.
- Addressing and discussing issues and proposed solutions with superiors.
- Documenting quality assurance activities and creating audit reports.
- Making recommendations for improvement.
- Creating training materials and operating manuals.

### Quality Assurance Specialist Requirements:

- A bachelor's degree in computer science, information systems or a related field.
- Certificate in quality assurance is a plus.
- 2 years minimum of previous experience in quality assurance.
- Working knowledge of tools, methods, and concepts of quality assurance.
- Solid knowledge of relevant regulatory standards in the call center industry.
- Excellent communication skills, both verbal and written.
- Excellent data collection and analysis skills.
- Meticulous attention to detail.
- Strong analytical and problem solving skills.
- Strong Microsoft Excel skills.
- Active listening skills
- Knowledge of coaching techniques
- Ability to conduct thorough research to create accurate reports useful for the corresponding team.
- Strong observational skills to manage potential inappropriate behaviors and provide real-time

alerts that are followed within immediate actions taken.