

Career Opportunity

Contact Center Lead, Training & Quality

JOB SUMMARY

Amplia Communications Limited is seeking an experienced and driven Contact Centre Lead specializing in Training & Quality to join our dynamic team. As the **Contact Center Lead - Training & Quality**, you will play a pivotal role in ensuring the delivery of exceptional customer service by leading the training and quality assurance initiatives within the contact centre. You will be responsible for developing and implementing training programs, monitoring agent performance, and driving continuous improvement in quality standards. The ideal candidate will possess a strong background in contact centre operations, excellent leadership skills, and a passion for fostering a culture of excellence.

MAIN RESPONSIBILITIES

- ❖ Delivering service excellence daily in keeping with Amplia Communications Customer Service Philosophy.

Training and Development

- ❖ Training Program Development: Design, develop, and implement comprehensive training programs for new hires and ongoing skill development, focusing on product knowledge, customer service skills, and contact centre operations.
- ❖ Training Delivery: Conduct engaging and interactive training sessions using a variety of methodologies, including classroom training, e-learning modules, workshops, simulations, and role-playing exercises.
- ❖ Training Needs Analysis: Assess the training needs of contact centre agents through performance evaluations, customer feedback, and quality assurance results, and develop targeted training plans to address identified gaps.
- ❖ Onboarding: Develop and deliver an effective onboarding program to ensure new hires are equipped with the knowledge and skills required to succeed in their roles.
- ❖ Training Evaluation: Measure the effectiveness of training programs through evaluations, assessments, and performance metrics, and make necessary adjustments to enhance training outcomes.

Quality Assurance

- ❖ **Quality Monitoring:** Implement a comprehensive quality monitoring program to assess agent interactions with customers, ensuring adherence to established standards, policies, and procedures.
- ❖ **Evaluation and Feedback:** Conduct regular evaluations of agent performance and provide constructive feedback to drive continuous improvement in customer service delivery.
- ❖ **Quality Metrics and Reporting:** Develop and maintain quality metrics and reports, highlighting trends, areas for improvement, and best practices, and share insights with management and relevant stakeholders.
- ❖ **Root Cause Analysis:** Identify patterns and root causes of quality issues and develop action plans to address them effectively.
- ❖ **Calibration:** Facilitate regular calibration sessions with quality assurance team members to ensure consistency in evaluation processes and alignment on quality standards.

Leadership and Collaboration

- ❖ **Team Management:** Lead and develop a team of training and quality assurance professionals, providing guidance, support, and coaching to maximize individual and team performance.
- ❖ **Collaboration:** Collaborate closely with contact centre managers, supervisors, and other cross-functional teams to identify training and quality improvement opportunities and implement solutions.
- ❖ **Stakeholder Engagement:** Build strong relationships with key stakeholders to ensure buy-in and support for training and quality initiatives, and effectively communicate progress and results.

Continuous Improvement

- ❖ **Best Practices:** Stay updated on industry trends, emerging technologies, and best practices in contact centre training and quality assurance and implement innovative approaches to enhance training and quality processes.
- ❖ **Process Enhancement:** Identify opportunities to streamline training and quality workflows, leverage technology, and improve efficiency and effectiveness.
- ❖ **Performance Analysis:** Analyze contact centre performance data, customer feedback, and quality results to identify areas for improvement and proactively implement strategies to enhance overall service delivery.
- ❖ Perform any other duties and responsibilities as assigned.

MINIMUM JOB REQUIREMENTS

- ❖ **Education:** Bachelor's degree in a relevant field (such as Business, Education, or Communication) or equivalent work experience.
- ❖ **Experience:** Minimum of five (5) years' experience in contact centre operations, with a focus on training and quality assurance.



DO MORE. LIVE MORE

- ❖ **Training and Quality Expertise:** Demonstrated expertise in designing and delivering training programs and implementing quality assurance practices in a contact centre environment.
- ❖ **Contact Centre Knowledge:** In-depth understanding of contact centre operations, customer service principles, and best practices.
- ❖ **Leadership Skills:** Strong leadership and people management skills with the ability to motivate and develop a team, foster a culture of excellence, and drive performance.
- ❖ **Communication Skills:** Excellent verbal and written communication skills to effectively convey information, provide feedback, and interact with stakeholders at all levels.
- ❖ **Technology Proficiency:** Familiarity with contact centre technologies, customer relationship management (CRM) systems, and e-learning platforms.
- ❖ **Analytical Skills:** Strong analytical and problem-solving abilities to assess training and quality needs, interpret data, and make data-driven decisions.
- ❖ **Process-oriented:** Detail-oriented with a strong focus on process improvement and optimization.
- ❖ **Adaptability:** Ability to thrive in a fast-paced and changing environment, juggle multiple priorities, and meet deadlines.
- ❖ **Relationship Building:** Excellent interpersonal skills with the ability to build positive relationships and collaborate effectively with cross-functional teams.

INTERESTED CANDIDATES CAN FORWARD CV TO:

AMPLIA Human Resources at: vacancy@amplia.co.tt no later than May 24, 2023



www.amplia.co.tt