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| REF. EURES:      12849 |
| FECHA:      23/07/2021 |

**EURES VACANCY**

[**http://europa.eu.int/eures**](http://europa.eu.int/eures)

(It is necessary to fill in all the fields)

**EMPLOYER DETAILS**

CONTACT PERSON: Briceida Fernandez

NAME OF COMPANY: Teleperformance Spain

SOCIAL SECURITY NUMBER: 08048695335

NIF: A78915394

ADDRESS: Moll de Barcelona 26, WTC planta 3

POSTAL CODE: 08039

TOWN AND COUNTRY: Barcelona, Spain

PHONE: 911 12 03 53 FAX:

MOBILE:

E-MAIL: briceida.fernandez@es.teleperformance.es

WEB: https://www.teleperformance.com/es-es

ECONOMIC ACTIVITY:

EMPLOYEES NUMBER:

**PLACE OF WORK:** **Barcelona**

NAME: English Quality Analyst - Contact Center

DUTIES:

Would you like to join a multicultural team where your dreams come true?

We are currently looking for a Quality Analyst with native level of English working knowledge, eager to develop his/her career with the worldwide leader in outsourced omnichannel customer experience management.

This role requires a professional with a keen eye for details who can work resourcefully and efficiently to assure quality of programs and interactions.

**Main responsibilities:**

* Working closely with agents and supervisors, the QA will be responsible for monitoring interactions to ensure the needs of the customer and client are met on each and every interaction.
* Responsible for conducting the number internal monitoring and feedback per agent as per client’s requirements or internal standards
* The QA reviews for compliance with policies and procedures, ensures staff are providing accurate information.
* Provide feedback and deliver coaching following internal standards and processes, with effective interpersonal communication
* QA collects and analyzes Top Call Drivers data
* Prepares quality reports and performance trends on a daily/weekly/monthly basis to inform all stakeholders
* Detect areas for improvement and main opportunities
* Attend internal and external calibration sessions
* Work closely with Ops management to develop and implement action plans for quality improvement

NUMBER OF POSTS: 1

PROFILE OF EMPLOYEE:

* Native level of English
* Experience in Contact Center Quality Assurance
* Strong Analytical Skills
* Strong Communication Skills
* Professional verbal and written communication skills
* Ability to handle multiple tasks at a time and meet deadlines
* Technical expertise with spreadsheets
* Proficient PC skills
* Must be self-motivated, detail oriented, have the ability to accurately gather and document statistics
* Must be effective and efficient working in a team environment

SKILLS:

LANGUAGES: (READ, LEVEL A.S.O.)

|  |  |  |  |
| --- | --- | --- | --- |
|  | **READ** | **WRITTEN** | **SPOKEN** |
| 1. English | Native | Native | Native |
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|  |  |  |  |
|  |  |  |  |

(1, fluid – 5, regular)

**WORKING CONDITIONS:**

CONTRACT: Long-term

DURATION: FROM / TO

HOURS A DAY: 8

**SALARY/ GROSS OR NET/ MONTH (Minimum – Maximum):** up to 21.299,70€ gross/year

PLACE OF WORK: Barcelona

OTHER:

* Full-time contract, 39 hours/week
* Referral Program: Bring a Friend and get a Referral fee (600€ -1000€ depending on the language/project)
* Relocation Package (flight, PCR test and economic support for accommodation)
* A permanent presence of coaches who will facilitate your personal and professional development
* Employment with the world's largest provider of contact center services
* Excellent work environment, great colleagues, social arrangements and personal development
* International business casual environment
* Long Term Contract
* Competitive Benefits package!

**MORE DETAILS:** YES/NO

ACCOMMODATION PROVIDED: Yes

MEALS PROVIDED: No

TRAVEL PROVIDED: Yes

**APPLICATIONS:**

BY FAX, PHONE,e-MAIL (a.s.o.) [cv@es.teleperformance.com](mailto:cv@es.teleperformance.com) REFERENCE: EURES.UKI\_QA

CONTACT PERSON Briceida Fernandez

**DEADLINE: 22/10/2021**

**COUNTRIES TO SPREAD THIS VACANCY (ONLY E.E.E.):**

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| Spain, Ireland, Greece |

DATE: 22/07/2021

…………………………………………

Signature and company stamp

Notice: This vacancy will be advertised during three months maximum on Eures web. After that, we would be very grateful if you send us these following details we need according to the EC protocols:

- Number of applications you have received

- Number of applicants you have contracted

- Countries they come from

- Remarks

Thanks for your help and trust

**Servei Xarxa EURES - Servei d'Ocupació de Catalunya**

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*00 34 93 554 78 02*

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