

## Quality Assurance Specialist Jobs in Sharjah | CBD Careers

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Company: Commercial Bank of Dubai

Location: sharjah

Category: other-general

Quality Assurance Specialist Jobs in Sharjah | CBD Careers

### Description:

Evaluate and monitor the quality of calls, web chat, facebook handling, and Transaction audit and product applications for contact Centre staff while providing feedback and coaching for

improvement

**Job Responsibilities:**

Call monitoring, coaching and feedback to CCAs responsibility for delivery of the defined customer experience in every call.

Evaluate overall quality of calls for the center and make necessary recommendations to raise the standard.

Provide daily/weekly MIS of call monitoring, coaching and feedback

Work closely with Quality Call Supervisor to maintain the data for calls and errors.

**Job Requirements:**

Bachelors Degree in a Finance/Commerce discipline

2 to 3 years' experience in banking/ customer service

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