

United Arab Emirates Jobs Expertini®

Quality Improvement Manager

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Company: تابي

Location: united arab emirates

Category: other-general

Quality Improvement Manager
Department: Customer Experience
Employment Type: Full Time
Location: Remote
Description
About us: Tabby creates financial freedom in the way people shop, earn and save by reshaping their relationship with money. The company's flagship offering allows shoppers to split their payments online and in-store with no interest or fees. Over 32,000 global brands and small businesses, including Amazon, Noon, IKEA and Shein, use Tabby to accelerate growth and gain loyal customers by offering easy and flexible payments online and in stores. Tabby has generated over \$7 billion in transaction volume for its partner brands and has the highest-rated, most-reviewed, largest and fastest-growing app of any fintech in the GCC region. Tabby launched operations in 2020 and has raised +\$1 billion in equity and debt funding from global and regional investors.
About the role:

As the Customer Service Quality Improvement Manager, you will play a vital role in elevating our customer service to new heights. You will be responsible for identifying areas for improvement, developing and implementing solutions, and measuring the impact of your initiatives. You will be a data-driven leader who is passionate about building a strong customer-centric culture within the customer service department.
Key Responsibilities

Lead the development and execution of a strategic customer service quality improvement program, aligned with overall business objectives.

Conduct in-depth analysis of customer data (surveys, reviews, call recordings) to identify trends, root causes of issues, and opportunities for improvement.

Design and implement innovative solutions to enhance customer service processes, efficiency, and effectiveness.

Develop and maintain key performance indicators (KPIs) to measure progress and track the impact of quality improvement initiatives.

Manage and mentor a team of Quality Improvement specialists, providing coaching and fostering a culture of ownership.

Collaborate with cross-functional teams (e.g., Operations, Product) to identify and address systemic issues impacting customer experience.

Lead customer service calibrations and identify areas for improvement in adherence to policies and procedures.

Champion best practices in customer service and ensure their consistent implementation across the department.

Stay abreast of industry trends and best practices in customer service quality improvement.

Develop and deliver compelling presentations on quality improvement initiatives and results to senior management.

Skills, Knowledge and Expertise

Minimum 7-10 years of experience in customer service, with a strong focus on quality improvement.

Proven track record of successfully leading and implementing large-scale customer service quality improvement initiatives.

Strong analytical skills with experience in data analysis, interpretation, and storytelling.

Excellent communication, interpersonal, and leadership skills. Ability to inspire, motivate, and mentor a team.

Experience in project management and the ability to manage multiple priorities effectively.

Deep understanding of customer service best practices and quality improvement methodologies (e.g., Lean Six Sigma, Six Sigma).

Experience with customer service software and data analysis tools (e.g., CRM, reporting dashboards).

Certification in customer service training or related soft skills

Six Sigma (Black Belt or strong statistical data processing experience) / LEAN or any other quality management certifications

Benefits

We offer flexible working hours and trust you to work enough hours to do your job well at times that suit you and your team.

A working environment that gives you autonomy and responsibility from day one.

You should be comfortable with the idea that the quality of your work will influence the shape of your career.

Participation in the company's employee stock options program.

Health Insurance

We are passionate about creating an inclusive, high-performing workplace that gives people from all backgrounds the support they need to thrive, grow and meet their goals (whatever they may be).

If this sounds exciting to you, we'd love to hear from you!

#J-18808-Ljbffr

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