



## **QA Customer Care Specialist – English and any additional language is an asset**

Job location: Warsaw

We are a leading global money transfer and payment services company, enabling consumers who are not fully served by traditional financial institutions to meet their financial needs. Dynamic and fast-growing, the company is headquartered in the United States and offers its services in more than 200 countries and territories.

A pivotal component of our global strategy is a new Global Business Center which is located in Warsaw. As part of the inaugural team in this location, you will have the opportunity to shape the future of the company's Polish operations as well as enhance your own career. A dynamic organization with a culture of innovation, action and internal promotion, which offers competitive compensation and benefits packages and is looking for high performers that are ready to be part of the company's success.

Are you detail-orientated? Do you like solving problems? Do you have the skills and experience to analyze and suggest best practices for process design? If so, we are looking for a **QA Customer Care Specialist** just like you just like you.

### **Job Summary:**

The QA Customer Care Specialist by working in shifts (24/7) is responsible for conducting quality monitoring on inbound and outbound calls within MGI Customer Care and outsourced call centers.

- This position documents performance analyzes, quality trends, and provides findings to management. This includes information used to assist Management in determining CSR performance and determining developmental opportunities and to support call center process changes.
- The QA Customer Care Specialist works in direct partnership with Supervisors to promote quality improvement and increase customer satisfaction.
- facilitates sessions to ensure consistency of evaluation with supervisory staff and outsourced call centers. Provides feedback and coaching to all call center employees, via written comments and face to face, when applicable.
- The QA Customer Care Specialist is also responsible for monitoring and evaluating new hire and existing employees calls, providing feedback and status of employee performance related to QA standards. The chosen candidate will also develop and maintain partnerships with supervisors by working together in different group activities such as monitor sessions and

team meetings, with the purpose of identifying areas with potential to improve the quality of the customer experience.

**Experience required for the role:**

- 1-3 years of experience in Call Center or Quality Assurance, strong attention to details skills
- very good English language skills + other language.
- excellent ability to identify and analyze data for trends together with ability to handle multiple short term and long term projects independently and under tight deadlines will be an asset.

**To apply please use below link:**

<https://jobs1-moneygram.icims.com/jobs/7637/qa-analyst/job>

Please remember to add to your CV the following formula: " I hereby agree for processing the following personal information strictly for recruitment purposes in accordance with the regulation regarding the protection data passed on the following date: 29.08.97r. Dz. U. nr 133 poz. 883".