

Role: Quality Assurance Analyst

Location: Manchester, UK

Function: Customer Service Support

Join ConnexAI's Customer Service team and actively ensure our support team maintains the highest quality standards. As a Quality Assurance Analyst, you'll help us uphold the core values that make us an industry leader in customer support. Your feedback and insights will drive improvements, ensuring the customer experience consistently exceeds expectations.

The Role

As a Quality Assurance Analyst, you'll monitor the support team and provide insightful feedback to improve customer interactions. Through your analysis, you'll help optimise processes and drive consistent performance, ensuring that ConnexAI's customer service maintains high standards.

Why Join Us?

- Be part of a growing, dynamic team within an industry-leading company.
- Enjoy opportunities for career progression, with a clear path to more senior positions.
- Work in a collaborative environment focused on continuous improvement.

Who is suitable for the role?

- You are passionate about delivering an outstanding customer experience and are committed to upholding high standards.
- You have strong communication skills and the ability to provide constructive feedback.
- You are a team player who thrives in a fast-paced, dynamic environment.
- You have experience working in a customer service or contact centre setting and have an eye for quality and detail.

Accountabilities

- Monitor support engineers to ensure customer experience exceeds expectations.
- Provide engineers and team managers constructive feedback, helping them develop and improve.
- Promote a culture of continuous improvement and customer-centricity within the team.
- Cultivate a collaborative team environment that fosters trust, open communication, and performance.

Requirements

- 6+ months of experience as a Quality Assurance Analyst or in a similar role within a contact centre environment.
- Proven experience in an inbound or outbound call centre, with a strong customer service background.
- Proficient in computer systems and analysing data for trend identification and reporting.
- Working knowledge of continuous improvement techniques and quality assurance tools is a plus.