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MichaelPage   www.michaelpage.co.jp

Call Center - QA

QA Analyst

募集職種

人材紹介会社
マイケル・ペイジ・インターナショナル・ジャパン株式会社

求人ID
1552370

業種
ソフトウエア

雇用形態
正社員

勤務地
東京都 23区

給与
450万円 ~ 850万円

更新日
2025年07月22日 08:33

応募必要条件

キャリアレベル
新卒・未経験者レベル

英語レベル
流暢

日本語レベル
ネイティブ

最終学歴
大学卒： 学士号

現在のビザ
日本での就労許可が必要です

募集要項

As a Quality Assurance Analyst, you'll monitor customer interactions, evaluate agent performance, and ensure adherence to service standards. This role requires strong analytical skills and collaboration with cross-functional teams to drive continuous improvement.

Client Details

This opportunity is with a large organization within the Technology industry.

Description

- Monitor and evaluate inbound and outbound calls to ensure compliance with company policies, scripts, and quality standards.

- Identify performance trends and areas for improvement through call audits and data analysis.

- Provide detailed, constructive feedback and coaching to customer service agents to enhance service quality.

- Collaborate with team leaders and training departments to develop and refine quality assurance guidelines and training materials.

- Generate and present QA reports, highlighting insights and recommendations for process improvements.

Job Offer

- Work from home up to 4x per week
- Fixed work hours
- RSU Options

To apply online please click the 'Apply' button below. For a confidential discussion about this role please contact Michelle Rosette on +813 6832 8698.

スキル・資格

- Native-level Japanese and business-level English, Korean fluency is a plus
- minimum 2 years QA experience in call center industry
- Amenable to work in Tokyo Office

会社説明

Multinational internet technology