

IJA - Quality Assurance Analyst

Are you passionate about delivering excellence and ensuring high standards in systems and processes? Family Bank is looking for a dedicated and detail-oriented Quality Assurance Analyst to join our dynamic team and help drive continuous improvement in the quality of our products and services

Report to: Head Customer Experience

Job Purpose:

The Quality Assurance Analyst is responsible for monitoring and evaluating customer interactions (calls (Inbound and outbound), emails, and social media) to ensure adherence to quality standards, company policies, and regulatory guidelines.

Key Responsibilities:

- Conduct regular monitoring of customer interactions across various channels (voice, email, and social media) using defined quality frameworks and scoring methodologies.
- Evaluate agent performance based on criteria such as adherence to scripts, product knowledge, communication skills, problem-solving abilities, empathy, and adherence to compliance regulations.
- Provide objective and constructive feedback on agent performance, highlighting strengths and areas requiring development.
- Participate in calibration sessions with other Quality Analysts and team leaders to ensure consistency in scoring and feedback.
- Collaborate with team leaders and trainers to deliver targeted feedback, training and coaching sessions to agents based on quality evaluations.
- Analyze data to identify areas for process improvement, training needs, and customer experience enhancements.
- Actively participate in the review and refinement of quality assurance guidelines and processes.
- Ensure all monitored interactions comply with internal policies, industry regulations, and legal requirements.
- Any other duties as assigned by Customer Experience Manager & Head of Customer Experience.

The Person:

The ideal candidate must possess the following:

Qualifications

- Holder of a Bachelor's degree in Business, marketing, public relations or a related field.
- Two years of experience in a high-volume customer service environment. Experience in a Contact center environment will be an added advantage.
- Sound knowledge of the bank's products and services.
- Competency in using various contact center software, quality monitoring tools, CRM systems, and data analysis tools (e.g., advanced Excel, basic reporting dashboards)

Key Competencies and Attributes

- Demonstrated professionalism, objectivity, flexibility, personal discipline, maturity and good work ethics.
- Exceptional listening, analytical and negotiation skills.
- Knowledge of relevant products and services.
- Self-empowerment to enable development of open communication, teamwork and trust that are needed to support performance and customer-service oriented culture.
- Honest and possess high level of integrity and professionalism in handling client's confidential information.
- The ability to articulate complex observations clearly, concisely, and constructively, both verbally and in writing.
- Strong interpersonal skills including the ability to provide constructive feedback and coaching in a manner that results in performance improvement.

- Detail and goal-oriented person.
- Team player with good leadership skills and the ability to motivate and develop teams.
- Excellent organizational and leadership skills to effectively prioritize work schedules and manage operational risk.
- A deep understanding of customer needs, expectations, and the impact of agent interactions on the overall customer journey.

ALL applicants MUST apply online to email: **recruitment@familybank.co.ke**; closing date is **16th July 2025**.
Canvassing will automatically disqualify the candidate. Only shortlisted candidates will be contacted.

“We are an equal opportunity employer”