

Quality Specialist I

JOB SUMMARY

The Quality Specialist I encompasses a number of duties and responsibilities that help drive the strategic focus of enhancing the customer experience, enterprise wide. This role will measure and evaluate the activities of call center frontline Agents during their interactions with customers. Evaluations will include observations, written feedback and a multitude of tasks aimed at providing site leadership with appropriate information, insights and trends aimed at improving Agent performance.

MAJOR DUTIES AND RESPONSIBILITIES

Generates quality evaluations against predefined standards in an effort to address trends in behaviors and improve the customer experience. Evaluations should include meaningful feedback related to employee performance and trending.

Maintains subject matter expert status within assigned queues by continuously staying updated on changes to Policies and Procedures that directly or indirectly affect the business rules or customer experience.

Acts as a Quality Advocate throughout the organization by promoting the program.

Works offline under mentoring of Quality Lead to deliver improved trends in performance and best practices that help drive performance.

May be asked to assist with root cause analysis exercises as projects are presented.

Perform other duties as assigned.



REQUIRED QUALIFICATIONS

Skills / Abilities and Knowledge

- Strong writing skills with clear and concise communication capability.
- Able to explain information in a way that is easy to understand with a positive and engaging tone.
- Maintains confidentiality and displays initiative in the accomplishment of job duties.
- Demonstrates ability to work well within a team but also independently.
- Able to analyze and interpret data presented through computer applications or reporting and validate information against department processes and procedures.
- Strong skills working with personal computers and software applications (e.g. word processing, spreadsheet, call recording software, screen capture, etc.)
- Solid understanding of Charter's TV, internet and phone products, processes, business rules and applications.
- **Must be able to work Monday-Thursday, 3:30pm-2:00am.**

PREFERRED QUALIFICATIONS

Skills / Abilities and Knowledge

Ability to communicate with all levels of management and company personnel

Education

High School diploma or equivalent required.

Related Work Experience

Number of Years

Call center
experience

2+

Customer service or sales experience in cable industry or related
field

2+



WORKING CONDITIONS

Office environment

Charter is committed to diversity, and values the ways in which we are different.

More on Spectrum

Charter Communications reaffirms its commitment to providing equal opportunities for employment and advancement to qualified employees and applicants. Individuals will be considered for positions for which they meet the minimum qualifications and are able to perform without regard to race, color, gender, age, religion, disability, national origin, veteran status, sexual orientation, gender identity, current unemployment status, or any other basis protected by federal, state or local laws.

Charter Communications is an Equal Opportunity Employer - Minority/Female/Veteran/Disability

Charter Communications will consider for employment qualified applicants with criminal histories in a manner consistent with applicable laws, including local ordinances