

JOB PROFILE



Job Title: Sales Quality Administrator	
Report To: Quality Manager	Date: Oct 2018
<u>Job Purpose</u> This role will provide independent quality assurance through the production of quality scorecards and calibration checks.	
<u>Key Accountabilities</u> <ul style="list-style-type: none">• Completion of quality checks• Quality calibration checks• Root cause analysis on quality issues• Supporting third party clients with quality assurance• Review on successful and unsuccessful call volumes• Reporting on all third party quality performance• Identify and report any areas of concern to the relevant stakeholders• Reporting on all third party sales volumes• Manage complaints with third party clients• Completing third party administration	
<u>Context/Environment</u> The post holder will sit within the Customer Operations Team and will work closely with the Senior Sales Manager and Quality Manager. The role will have contact points with multiple third party clients and internal stakeholders.	
<u>Skills/Knowledge/Experience</u> <ul style="list-style-type: none">• Experience of working within the Energy Supply industry.• Understanding of the end to end customer journey within energy supply• High standards of attention to detail• Excellent analytical skills• Excellent communication skills, both verbal and written• Ability to identify the root cause of problems• Organised and focussed• Comfortable delivering feedback and coaching• Confident in having difficult conversations• Quality driven	