

Welcome to Harambee, where we're all about solving youth unemployment through partnerships. We're not your typical organisation – we're driven by integrity, results, impact, and a passion for South Africa's youth. Our work is fast-paced and exciting, thanks to partnerships with key stakeholders such as The Presidency of South Africa, Business Unity South Africa, Youth Employment Service (YES), and others who share our mission.

If you enjoy a fast pace, are change adept love diving into new tech, and thrive in a collaborative, flexible environment, then you're exactly who we're looking for. Our goal remains nothing short of changing the world! Harambee has the capability and unique opportunity to achieve its founding vision of being a catalyst for significant and enduring positive change in tackling the global challenge of this generation. We invite you to join us, and let's make a real impact together.

## HOW TO APPLY

Closing date is **11 September 2024**

Apply by sending your CV to [recruitment@harambee.co.za](mailto:recruitment@harambee.co.za) including the position you are applying for in the subject line.

By applying for this vacancy, you give consent for your CV to be reviewed for other roles and shared with the relevant persons at Harambee.

# JOB OPPORTUNITY SPECIFICATIONS

**POSITION** Quality Assurance Analyst

**REPORTS TO** QA Team Lead

**LOCATION** Cape Town

## ABOUT THE ROLE

The Quality Assurance Analyst is responsible for monitoring and analyzing the service team's customer conversations. This is to ensure that they are achieving their goals and expectations from both operational efficiency and customer service is met.

## JOB DESCRIPTION

- **Coaching**
  - Conduct one-on-one coaching with guides to improve overall quality, motivate them to change unwanted behaviours and provide continuous feedback.
  - Send timeous feedback via email with the areas that went well and areas of improvement.
  - Effectively communicate with OPS management and colleagues.
  - Provide continuous support to the Contact Centre Guides.
- **Evaluations**
  - Evaluate all interactions in line with KPI (Calls, Email, Facebook etc).
  - Conduct side by sides/Remote evaluations with advisers.
- **Reporting**
  - Reporting Trend analysis report.
  - Bottom vs Top performer report.
  - Overall team performance report.
  - Report on investigations and findings.
  - Team focus areas.
  - Variance report.
- **Calibration session**
  - Select interaction for calibration session.
  - Schedule and Facilitate session.

## MINIMUM REQUIREMENTS

- Matric / Grade 12.
- Minimum of 1 -3 years' experience within a contact centre environment.
- Minimum of a year's experience with Quality Management Systems (preferred).
- Must have excellent understanding of Contact Centre customer service (required).
- Knowledge of Quality Assurance Processes (preferred).
- Knowledge of Technology:
  - Portal
  - Genii
  - Dialer
  - Guru (preferred)
- Microsoft Office Suite:
  - Microsoft Word
  - Excel
  - Outlook
  - PowerPoint (required)

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## COMPETENCIES

- **Tenacity** : Demonstrates enthusiasm and urgency, striving for excellence in achieving results and overcoming challenges.
- **Effective Communication**: Delivers clear and impactful communication tailored to various audiences, utilizing multiple formats and tools.
- **Accountability**: Takes responsibility for actions, decisions, and deliverables, fostering a culture of accountability.
- **Problem Analysis and Resolution**: Uses sound judgment to identify and solve problems effectively at Harambee.
- **Teamwork and Collaboration**: Actively participates as a team member, fostering strong connections with colleagues and stakeholders at Harambee.
- **Time Management**: Effectively manages time and resources to ensure efficient completion of work tasks at Harambee.