**JOB DESCRIPTION**

**Quality Excellence Executive**

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| **Role:** | **Quality Excellence Executive** | **Location:** | Bangalore  |
| **Reports To:**Business Excellence Manager |
| **Department** | Business Excellence | **Expertise type** | Quality Check and Audit |
| **Job Purpose/Role:**Performs audits on fieldwork to maintain compliance with aligned and acquired projects based on the client's Statement of Work (SOW). Provides timely insights to department heads to create proper Root Cause Analysis (RCA) and Corrective and Preventive Actions (CAPA) in order to minimize business loss and enhance client experience. |
| **Job Description: -*** Conduct a call back & logical checks on all the data received from the field.
* Go on accompaniment visits at the field to assure the quality of the interview.
* Work on the recordings of CATI projects to assure the quality of the phone calls interviews.
* Conduct physical checks before starting groups for Qualitative projects to make sure of that respondents match the target profile.
* Review and validate data obtained from Field for completeness and accuracy.
* Share with Operation head all the cancelled questionnaires and the reason for cancelling.
* Responsible for Data base system for projects.
* Follow the respective supervisor instruction and reports any Changes/updates to supervisor.
* Communicate with skill, negotiate well, and manage conflict with other departments.
* Undertake other duties as required by the QC Supervisor.

**The Standards:** This is the internal audit function to excel project SLA with qualitative data to maintain client relationship and commitment  |
| **Job Complexity:** The jobholder’s work requires one to conduct risk mapping and analysis on projects which proves to be a challenge as it’s not easy to carry out audits on complex technical aspects of projects |
| **Creativity, Innovation & Problem Solving:** The jobholder is required to think a lot especially on the impact of audits on the recommendations on the staff, organization, and the public at large. S/he must analyze risk and come up with recommendations that require tough remedial actions. |
| **Consequences of Error:** Internal audit is relied on heavily by management and governance to give an indication of controls and risks within the organization, if a material error is overlooked, this can lead to serious repercussions. The job requires one to be objective and independent in thought. |
| **Leadership & Human Capital Development:** The job brings about a systematic approach to doing business and carrying out operations following a set of rules and regulations. |

## Job Requirements:

* Bachelor’s degree
* At least 2 years of experience in quality control in agency side or knowledge of field work
* Quality orientation and high attention to detail/ Error Detection.
* Very good in verbal and spoken English with other regional languages.
* Very good Microsoft office Excel.
* Very good communication, negotiations, and interviewing skills.