

Quality Assurance & Project Training Coordinator

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Company: Conectys

Location: İstanbul

Category: other-general

Within your role, you will:

Coordinate the team and is responsible for completing all activities within the assigned projects, ensuring that customer requirements are met by the team;

Update daily progress in related reports and monitoring carrying out activities following the agreed plan/strategy;

Ensure the circulation of information within the project (including to clients) and to other Conectys projects/teams/departments;

Perform all tasks assigned/designated by superiors following the law and his professional training according to the prioritization established by superiors and within the designated deadlines;

Monitor and evaluate training sessions' effectiveness, success and ROI periodically and report on them;

Prepare operational quality & training analyses for the projects coordinated and as required by the direct manager;

Perform Internal Audits/measurement and evaluation when required for the QA Analysts & Trainers and makes recommendations for continuing education of staff based on audit findings;

What will make you successful for the role:

A C1 level of English Language (both written & spoken);

Excellent command of Microsoft Office tools (especially Excel);

Previous Customer Service / Customer Support experience – minimum 1 year of previous experience;

Minimum: 1 year experience in coordinating quality & training teams/processes in a BPO environment;

Optimum: 6 months experience in coordinating quality & training teams/processes in a CM environment;

Methodological knowledge specific to pedagogy (presentation and rhetoric);

Experience in, training, and development of training materials – minimum 1 year of previous experience;

Be available to work from the office %100 from the start;

Sounds good? Find out what you can get:

Competitive salary package & meal vouchers

The opportunity to work in a multi-cultural environment

Private medical insurance

Learning programs for your development

Wellness activities for your wellbeing

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