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# Example of Operations Assurance Job Description

Our company is searching for experienced candidates for the position of operations assurance. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for operations assurance

* Participate in projects related to reinsurance, capitation and eligibility
* Document procedures and processes for department functions
* Identifies trends and training needs and reports these to management
* Delivers new employee training for employees
* Perform quality assessment to all communication channels between customers and agents
* Use quality monitoring data result to improve and maintain service performance of the agents by delivering a feedback through coaching session
* Coordinate and facilitate calibration sessions with other departments to align on assessment
* Evaluate audit findings and propose preventive and corrective action plans
* Assure ongoing audit and deliverables compliance
* Prepare and analyze quality data report by collecting, analyzing, and summarizing information and trends for management review

## Qualifications for operations assurance

* Proficient leading teams performing risk assessments and the utilization of the applicable tools
* Some knowledge of batch auditing is preferable although not essential
* Bachelors degree and 6 years of business experience with a strong focus on quality enhancements
* Independent review of procedures across business lines ensuring adequate controls and appropriate documentation
* Ensure Risk Control Self Assessments (RCSAs) are complete and kept up to date as business evolves and new products added
* Participate in Internal and External Audit engagements with operations managers