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# Example of QA Leader Job Description

Our company is growing rapidly and is searching for experienced candidates for the position of QA leader. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for QA leader

* Providing feedback and coaching based on quality audits, complaints and seller satisfaction remarks to improve on their communication and overall quality performance
* Training FTE’s on soft skills, call handling, ticket handling and communication skills
* Providing report and analysis on quality progress to HOD – MP Ops
* Ensuring concern categories are tagged correctly
* Generating process and guidelines for FTE’s to adhere
* Ensuring recoveries are done
* Attending calibration and meetings to ensure requirements are on par
* Training PSC staffs on new implementations and process changes
* Analyse the root cause of issue and able to design action plan
* Document Contact Center quality concerns and trends for procedural changes, recommendations and training

## Qualifications for QA leader

* Strategic planning & execution experiences
* Process control management experience
* Leading organizational change projects
* Continuous Improvement Project Delivery
* Functional knowledge in finance ideally in back office processing for derivatives and/or Cleared OTC
* Fluency in English & French (spoken & written)