



Example of Quality Assurance Assistant Job Description

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Our innovative and growing company is hiring for a quality assurance assistant. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for quality assurance assistant

- Assess, coach, inspire QA Specialist
- Assist with designing and updating training materials/job aids/QA program
- Complete all necessary preparation and documentation participate in recruitment/hiring/interview process
- Participate in progressive disciplinary process
- Reviews quality assurance standards, studies existing policies and procedures, to evaluate effectiveness of quality assurance program
- To perform other assigned duties as necessary
- Responsible for updating and assuring document accuracy and control for QA departments
- Learn and be functional in all QA/Training positions as a backup
- To participate in designing the call monitoring formats and suitable quality standards
- To provide trend data to the site management team

Qualifications for quality assurance assistant

- To use quality monitoring data management system for compiling and tracking performances at team and individual levels
- To coordinate and facilitate call calibration sessions for the organization staffs
- To provide feedbacks to the team leaders and managers
- To prepare and analyze internal quality reports

