



Example of Quality Assurance Representative Job Description

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Our growing company is looking for a quality assurance representative. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for quality assurance representative

- Conducts weekly work package reviews, quarterly SOX finding reviews, and ad hoc root cause analyses as required for client facing reports
- Form/tag will contain comment relative to evaluation and be stamped by the Inspector
- Conducts safety inspections, training, and drills
- Read and evaluate customer request, determine what is needed, gather the data, complete the request and send to customer within the time constraints defined
- Work with the various business units and functional groups, engineering and support staff and drive the data gathering and reporting elements of customer requests
- Establish and maintain cycle times for the customer request system. Work closely with customers, suppliers, and other quality team members to quickly and efficiently resolve requests for information by using the using supported document repositories and the current quality system, PLM
- Reviews and analyzes rescission information, makes observations, completes reports, and assesses program progress
- Identify opportunities to streamline or improve training by monitoring all skills and being exposed to large volume of calls
- Provide an opportunity to target specific training needs
- Evaluate the CSRs with more consistent and less variation in the standards applied to determine call quality program

- PC Knowledge - Microsoft Word
- PC Knowledge - Microsoft Excel
- PC Knowledge - Power Point
- Excellent Command of Language
- 1 Year of relevant work experience in Quality Assurance, Sales, Customer Service or Processing in the banking/mortgage industry
- Proficient in the use of Microsoft Office applications including but not limited to Microsoft Excel