



Example of Quality Assurance Specialist Job Description

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Our growing company is searching for experienced candidates for the position of quality assurance specialist. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for quality assurance specialist

- Lead and or support management review activities in the BU's
- Review and perform quality check on all sales calls according to QA scorecard
- For sales calls which do not meet QA standard, carry out necessary remedial action
- Review non sales calls & provide feedback to AVP - Business & Campaign
- Record the sales calls and maintain a proper record of the calls
- Conducts test calls to new telemarketers or existing telemarketers on new products
- Completes all tasks necessary to obtain the information needed to evaluate / monitor work distribution, work quality, process flows, process controls, vendor services, compliance requirements, facility responsibility areas, and operational documentation
- Completes daily selection of data for review
- Completes established quality assurance review worksheets
- Provides detailed documentation to support findings that do not meet acceptable standards

Qualifications for quality assurance specialist

- Expertise in specialized areas relevant to QA activities, computer systems, root cause analysis, TQM, QC troubleshooting, CAP/CLIA guidelines, and a

- Of the fingers, hands, and wrists
- Minimum of Bachelor's in Business or Business-related discipline
- 5 or more years of experience supporting an quality organization
- Develops, analyses, trends, maintains and reports corporate metrics
- Participate in global quality compliance teams and support implementation of harmonized procedures, as required