



Example of Quality Consultant Job Description

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

Responsibilities for quality consultant

- Review all Cases that fail to meet minimum scoring requirements prior to QM Consultant delivery
- Handle first line of appeals from Underwriters and Underwriting Management
- QM Reporting Lead responsible for reporting overall Underwriting results, trends, analysis and recommendations to the business
- Coach and mentor QM Consultants on how to report business unit results, trends, analysis and recommendations to their assigned business units
- Based on business needs, provides support to the business during Peak periods by actively participating in Strategic Reserve, taking Case assignments and collaborating effectively with the business (Underwriting & Sales) to meet customer deadlines
- Review underwriting files for Regional and National account segments
- Lead QM Projects, Review Programs and Audits
- Maintain the QM Site pages and ensure that they reflect the QM's current practices
- Support and drive Employee Engagement
- Working with Danfoss Procurement in Supplier selection and de-selection process ensuring correct suppliers are selected

Qualifications for quality consultant

- Constant communication with operational teams, suppliers, and other process partners to ensure consistent processes throughout the network,

- Prior experience as a Claims Case manager or as a recovery specialist in the Insurance industry
- Experience in both dispute management and quality checking
- High level proficiency in Microsoft Suite of Products with the ability to work in/create advanced excel spreadsheets and work effectively and efficiently in Excel, SharePoint, Access and other programs
- Experience in a mentoring or coaching role