***We’re looking for our next Analyst, Service Quality. Could It Be You?***

The purpose of the Analyst, Service Quality role is to support all QuestEnterprise lines of business and collaborate closely with other teams to analyze, recommend and influence the Service Quality vision.

***What’s it like working as an Analyst, Service Quality?***

The Service Quality Analyst will be primarily responsible for administering, analyzing and making recommendations based on service quality data such as speech analytics, internal evaluations, client satisfaction and usability surveys to improve the client experience.

***Need more details? Keep reading...***

Responsibilities include:

* Administer, analyze, and make recommendations based on internal evaluations, CSAT, speech analytics data to improve enterprise Service Quality
* Identify, create, and refine impactful topics within Genesys to realize business objectives
* Monitor and escalate interactions of interest to the appropriate teams and ensure completion of necessary next steps
* Work with the reporting team to build and refine quality reports
* Generation of scheduled and ad-hoc reports, recommendations, and presenting findings to the business
* Develop and implement metrics to evaluate the effectiveness of quality initiatives
* Proactively identify opportunities for improvement by leveraging Genesys tools, internal heat maps, CSAT, and other tools
* Collaborate with cross-functional teams to identify and address quality improvement opportunities
* Be an active member of the Genesys community, have a strong grasp of the upcoming Genesys features, and make recommendations on how to implement new upgrades
* Consult with business units to assist with the preparation of opportunity assessments and business cases that will help rationalize project ideas

***So are YOU our next Analyst, Service Quality? You are if…***

* 1 year of experience in reporting metrics
* Experience working with contact center data
* A Bachelor’s Degree or an equivalent combination of education and experience
* Experience working with Genesys Cloud data
* Expertise with Google sheets, creating formulas, scripts and data analytics skills
* Working knowledge of dataset creation in Microsoft Power BI and building visuals including basics of DAX
* Ability to work with complex data sets
* Excellent verbal and written communication skills
* You have these ideal personal attributes for the role:
  + Work well in a dynamic and fast paced environment with the ability to navigate through organizational change
  + Results oriented
  + Capable of handling multiple tasks and meeting stringent deadlines
  + Committed to providing outstanding customer service
  + Tactful, diplomatic and politely persistent
  + Self-motivated, confident and capable of working both independently and in a team environment
  + Bring a positive, can-do attitude to our organization
  + Creative solutioning to problem solving mindset

***Sounds like you? Click below to apply!***

Please complete an online application through our careers page, via the following link: <https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=02f58d3a-7441-4647-9f3e-376f6c2fb1ec&ccId=19000101_000001&jobId=403377&source=CC2&lang=en_CA>

*At Questrade Group of Companies, with multiple office locations around the world, we are committed to fostering a diverse, inclusive and accessible work environment. We value the unique skills and experiences each individual brings, and believe that when our teams feel supported and motivated, their creativity becomes a source of innovation. We are also committed to creating and sustaining a collegial work environment in which all individuals are treated with dignity and respect and also one which reflects the diversity of the communities we serve and operate in to help us revolutionize financial services for the benefit of all of our customers.*

*Candidates selected for an interview will be contacted directly. If you require accommodation during the recruitment/selection process, please let us know and we will work with you to meet your needs.*