



## Quality Assurance Analyst

CRP, Incorporated (CRP), a professional services and management consulting firm, is seeking a Quality Assurance Analyst (QA) to perform quality monitoring on inbound/outbound calls handled by customer service representatives. The QA will assist with preparing training materials or analysis to enable improvements to processes, systems, work instructions, and training.

### Duties and Responsibilities:

- Randomly reviews and monitors Customer Service Representatives calls daily.
- Meets weekly with Customer Service Representatives to provide feedback, training.
- Consults with Supervisors and Customer Service Representatives as needed regarding review results.
- Collaborates with team to produce Quality Control and Assurance Log.
- Oversees content and delivery of Quality Control and Assurance Reports.
- Collaborates to produce web-enabled log to view progress and update account services issues.
- Provides quarterly reports quality control and assurance activities, findings, and corrective actions, including findings of quarterly web site content reviews and updates.
- Manages internal and external clients' expectations related to quality management, and effectively communicate corporate quality standards across the project.
- Maintains updated knowledge of the project program and requirements to ensure contract compliance.
- Monitors all operations and related metrics for conformance with internal, external, contract performance, and quality standards.
- Monitors and evaluates the effectiveness of all areas of project operations and reports quality issues to project and unit management.
- Schedules, coordinates, and reports on both internal and external audit functions of the quality management system.
- Schedules and coordinates all the quality and performance monitoring activities of QA staff across the project.
- Analyzes data quality and suggests methods for improving product and service quality, design and/or business processes.
- Produces the quality assurance and performance reports as required by contract and project operations.
- Attends project management meetings and conduct shift/team meetings with supervisors.
- Performs other duties as assigned by management.

**Typical Decisions/Problems Resolved:**

- Assigns daily, weekly, monthly workload.
- Evaluates employee performance and identify training needs and development opportunities.
- Serves as subject matter expert for department and external business functions.
- Handles complex or escalated customer calls.

**Functions Supervised:**

- Customer Service Representatives calls.
- Quality monitoring, feedback, and training recommendations for staff development.
- Personnel responsibilities pertaining to staff.
- Current with updates to standard operating policies and procedures.

**Position Requirements:**

**Education Required:** Bachelor's Degree from an accredited college or university required, equivalent experience considered in lieu of degree. Medical terminology knowledge and front office experience preferred.

**Skills/Knowledge Required:** Ability to demonstrate supervisory and leadership skills and manage a high level of confidentiality; ability to navigate Microsoft Office suite. Excellent organizational, interpersonal, written, and verbal communication skills.

**Experience Required:** Experience in a quality assurance role, preferably in a contact center or customer service environment.

**Physical Effort:** Frequent usage of computer.  
Frequent usage of web-based recording equipment.

**Salary:** \$18.00 - \$21.00 per hour (based on experience)

Job Types: Full-time, Contract

*Diversity and inclusion are elements of CRP's corporate DNA!*

**HOW TO APPLY:** Qualified candidates may submit a cover letter and resume to [careers@crpcorp.com](mailto:careers@crpcorp.com).