

Grab Support Quality Assurance Manager

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Company: Halokerja

Location: Indonesia

Category: other-general

At Grab, every Grabber is guided by The Grab Way, which spells out our mission, how we believe we can achieve it, and our operating principles - the 4Hs: Heart, Hunger, Honour and Humility. These principles guide and help us make decisions as we work to create economic empowerment for the people of Southeast Asia. Get to know the team The Grab Support Indonesia Quality Assurance team is an established team responsible for determining Grab Support ID best approach based on various channel quality standards, analytics, and recent trends. We make an impact by evaluating the quality approach on inbound and/or outbound calls, email, chats, and other channels. Our team is made up of young and energetic individuals and consists of assistant managers and staff level. If you are looking for utmost challenges as Quality Assurance manager in Grab, then you should join our team! Get to know the role We are looking for a Grab Support ID Quality Assurance Manager to supervise all Grab Support ID Quality Assurance team member in evaluating the quality approach on inbound and/or outbound calls, email, chats, and other channels, also to understand collaboration with all stakeholders, understand how to analyze and identify trends within all channels in the Customer Experience, propose solutions based on customer & partners feedback. We believe a successful candidate has the ability to demonstrate and understand COPC & Six Sigma approach, but if you believe you have what it takes then we'd love to hear from you either way. This role is required because Grab Support ID is very focused on quality for our agents, Grab consumers and Grab partners. In return, you will get an opportunity to understand mobility, delivery, and financial knowledge and experience. The Day-to-Day Activities Build and manage QA Team Continually improve the quality

monitoringDevelop Quality Assurance FrameworkAnalyze and investigate errors on reported quality issues to ensure closure in accordance with company guidelines and external regulatory requirementsMonitor of Grab service's qualityRecommend, implement and direct monitoring program (e.g : side by side, silent, remote,mystery shopper) for all vertical Transport, Food, Delivery, PaymentWork with managers, and Supervisor/Team Leaders, and also BPO partners to calibrate monitoring process & resultsGather and distribute resultsAlign internal monitoring with external consumer, partner feedback (CSAT,DSAT,NPS)The Must-HavesYou have Heart, Hunger, Honour and HumilityYou have a min. Bachelor degree.You have at least minimum 5 years of working experience in QA Contact Center/Customer Service Field preferably in services/ Customer Experience Banking, E-commerce, relevant Industry & organizational leadership experienceYou are able to demonstrate and understand COPS & Six Sigma principles.The Nice-to-HavesYou have experience as Quality Assurance Manager position for Telesales team.You have experience in Omni channels contact center.You have experience in the super app platform companies/industries.Our CommitmentWe recognize that with these individual attributes come different workplace challenges, and we will work with Grabbers to address them in our journey towards creating inclusion at Grab for all Grabbers.About GrabGrab is the leading superapp platform in Southeast Asia, providing everyday services that matter to consumers. Today, the Grab app has been downloaded onto millions of mobile devices, giving users access to over 9 million drivers, merchants, and agents. Grab offers a wide range of on-demand services in the region, including mobility, food, package and grocery delivery services, mobile payments, and financial services across 428 cities in eight countries.Join us today to drive Southeast Asia forward, together.Infobip is a global leader in omnichannel engagement powering a broad range of messaging channels, tools and solutions for advanced customer engagement,â|The individual in this role will work closely with the distributor service and commercial organizations, in executing service priorities to deliver a high levelâ|Bachelor's Degree in Information Technology/ComputerScience.Minimum 1 years work experience in the similar position (open for fresh graduate). Job Idbee689464847407e Location CompanyTypePrivate Employment Status Permanent PositionsAvailableExperienceMale/Female ContactSponsored by<https://www.halokerja.id> connects jobseekers and recruiters by accurately matching candidateprofiles to the relevant job openings through an advanced 2-way matching technology. While most jobportals only focus on getting candidates the next job, Shine focuses on the entire career growth ofcandidates.

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