

## VACANCY ALERT

### QUALITY ASSURANCE SPECIALIST

**Date: 08 March 2024**

**Closing date: 3<sup>rd</sup> May 2024**

**Reference:** [REDACTED]

**Applications to:** [REDACTED]

#### **Operational and Reporting Objectives**

- Evaluate and audit the quality of outcomes executed by the case management team.
- Ensure the availability and accuracy of weekly, monthly, quarterly, and annual statistics.
- Develop a framework to enhance all aspects of Alternative Dispute Resolution in alignment with internal policies and directives.
- Conduct a thorough analysis of internal case management policies and propose improvements in accordance with the CGSI code.

#### **Education and Experience**

- Possess an LLB qualification, preferably an Admitted Attorney.
- Demonstrate meticulous attention to detail and experience in assessing the quality of complaint outcomes.
- Exhibit proficiency in detailed reporting and the compilation of assessment outcomes and memos.
- Minimum of 8 years practical work experience in dispute resolution and case management.
- Have expertise in consumer protection, along with a working knowledge of the Consumer Protection Act and related consumer legislation.
- Showcase excellent drafting skills.
- Possess relevant administrative and customer relations experience.
- Preferably, have experience in an Alternative Dispute Resolution environment.
- Demonstrate a track record of creative thinking and innovative approaches to quality assurance and complaint audits.
- Participate in the development of operational changes, including processes and quality standards.

## **Skills**

- Effective Communication
- Relationship Management
- Project Management
- Ethical Decision-Making
- Knowledge of Policy and Procedure Development and Implementation
- Proficient Data Analysis Skills
- Strong Problem-Solving Abilities
- Familiarity with Relevant Legislation
- Commitment to Statutory Compliance
- Emotional Intelligence
- Persuasion Skills
- Assertiveness
- Interpersonal Skills
- Attention to Detail
- Adaptability and Flexibility