



Do you want
a team that
ensures bright faces—
around the world, every
day?

You'll find that and
much more with us.



Training & Quality Manager

Majorel design, build and deliver end-to-end CX for many of the world's most respected digital-born and vertical leading brands. We serve customers across the world through **our 82,000+ people based in 45 countries across 5 continents with 70 languages**. We support our customers at any time, through every device and in the manner they expect of their brands. We speak their language wherever they are and whatever their culture. We have more than **400 clients globally, many of which we've been working with for over 12 years**. As an industry leader, we offer the most secure and compliant solutions. Some of the biggest companies in the world, including the brands you interact with daily, trust our people to represent them.

We are looking for a **Training & Quality Manager** for our growing team in Skopje.

Responsibilities

- Managing and implementing department's quality system in accordance with the service standards and processes
- Drive specified KPI performance; analysing the quality of the service and creating reports
- Maintain and monitor accurate performance trends for each direct report as overall team level performance.
- Identifies and develops continuous improvement opportunities applicable to account, workgroup and department. Utilize common process methodology for process improvement.
- Manage resources across the assigned vertical/portfolio (i.e. personnel schedules, technology by account needs).
- Evaluate and manage levels of staff effectiveness by partnering with operations to create improvement action plans.
- Identify, develop and implement programs for overall quality improvement
- Ensure facilitation and coordination of calibration process and sessions (both internal/external)
- Develop and maintain strong working relationships with internal operations personnel and clients.
- Oversee and administer audits of key support processes within each account.
- Ensure consistent application of the quality process/system.
- Attend and facilitate client calibration or monitoring sessions.
- Facilitate Quality training and/or initiatives as directed
- Deliver client-facing presentations related to quality

Requirements

- University degree
- Experience in the same or similar role
- Very good English and German language skills
- Proven ability to manage people, processes and technology
- Excellent understanding of QA principles
- Excellent leadership and people developmental skills

Driven to
go further



- Great communication and organization skills
- Performance-oriented and motivated person

We offer you:

- Attractive salary and private health insurance
- Positive working atmosphere in the motivated team
- Personal and professional development
- Best career development opportunities in an international company

If you are a person who is looking for new challenges, positive working atmosphere and motivated team, please apply with your CV and motivation letter via the [link](#) not later than 22.08.2023

Apply now!

