

# **Position Description**

## **Call Center Quality Assurance Specialist**

### **Disability Information and Access Line (DIAL)**

#### **Position Overview**

The Disability Information and Access Line (DIAL) is a newly established call center that aims to help people with disabilities access the COVID-19 vaccine. By leveraging over 30 years of call center expertise and a range of disability partners in the development and launch of the new call center, DIAL will connect users to local resources which can help them access the COVID-19 vaccine and other critical community-based supports. Funded by the Administration for Community Living and administered by the National Association of Area Agencies on Aging (n4a), DIAL can help connect people to disability resources nationwide. The service is operated through a call center, staffed by trained information specialists and supported by a team of experienced human services professionals.

The Call Center Quality Assurance (QA) Specialist is responsible for assessing the quality of the performance of Information and Referral Specialists and Enhanced Services Specialists interacting with consumers seeking both local and national resources. The QA Specialist will monitor inbound and outbound calls, email and e-chat responses to assess specialist demeanor, technical accuracy, customer service performance and conformity to established policies and procedures.

**JOB TITLE:** Call Center Quality Assurance Specialist

**REPORTS TO:** Program Coordinator, Information and Referral Systems

#### **DUTIES AND RESPONSIBILITIES**

Perform call monitoring and provide feedback to supervisory team; track agent performance using established key performance standards and monitoring tools; review email and chat correspondences for quality; populate monthly quality reports for review by supervisors and program management; and recommend additional training topics to program management.

#### **QUALIFICATIONS**

##### **Essential**

- Intermediate Microsoft Office skills and knowledge
- Basic understanding of and problem-solving experience with quality control-related systems
- Experience with developing and maintaining quality assurance reports
- Ability to operate in a high-volume and fast-paced call center work environment
- Excellent interpersonal skills
- Excellent decision-making skills
- Excellent communication skills
- Ability to work independently and as a member of a team
- Ability to meet deadlines and to work well under pressure

**Preferred**

- Minimum of two years of college or equivalent experience
- Experience in disability advocacy
- Experience in call center or customer service quality assurance field
- Knowledge of information and referral/assistance (I&R/A) protocols and procedures and the role I&R/A plays within the Disability and Aging Networks
- Bilingual fluency (English–Spanish)

**WORK HOURS AND LOCATION**

This full-time non-exempt (hourly) position with full benefits is based in n4a's Washington, DC, office. The call center operates Monday through Friday from 9:00 am to 8:00 pm ET.

Due to the ongoing pandemic, currently this is a remote work position with an expectation to return to our physical office in the future once it is deemed safe. Requirements to successfully work remotely are a strong home internet connection (greater than 10 mbps) and a quiet workspace to take calls throughout an 8.5-hour shift.

**SALARY AND BENEFITS**

n4a is an Equal Opportunity Employer. People with disabilities are encouraged to apply. We offer a competitive salary and an excellent benefits package.

This is a grant funded position for 1.5 years. While there is not currently funding for this position after September 2022, if additional funding is identified employment could be extended.

**Application Procedure**

Submit a resume to [jobs@n4a.org](mailto:jobs@n4a.org). Note the job title in the email subject line. We cannot respond to all applications and unsolicited phone calls or emails will not be returned.