

Title	Secondment Quality Assurance Specialist
Department	CX

At Digicall Group, we challenge ourselves to make it possible for everyone in our world to prosper, thrive and grow. Guided by our values of **Bright, Agile** and **True**, we take pride in who we are, we're inspired by why we're here, and we believe in what we do. We also enjoy a work environment that motivates, connects, guides, supports, protects, honours and stretches us all to dream big, to be excellent, and to contribute uniquely to our shared success.

Role summary	<p>The incumbent's responsibility is to ensure the quality and control activities of the contact centre. The main responsibilities will include monitoring and analysing the interactions between contact centre agents and clients to ensure that the agents are performing to a set standard. Also, to engage with the call centre agents and managers in order to provide valuable information regarding call centre agent performance.</p>
Qualifications, Experience and Responsibilities	<p>QUALIFICATIONS</p> <ul style="list-style-type: none"> • Minimum: Minimum Grade 12 or equivalent NQF level 4 • Advantageous: Diploma or Degree <p>EXPERIENCE</p> <ul style="list-style-type: none"> • Minimum 2 years call centre experience • 1 to 3 years working experience in a Quality Assurance role or environment. • 1 to 2 years of experience with CRM and telephony systems will be advantageous. <p>RESPONSIBILITIES</p> <p>Operational</p> <ul style="list-style-type: none"> • Assess call centre agents' telephone based or electronic interactions with clients and customers. • Provide objective assessments and call calibrations regarding call centre agents' compliance of process and adherence to procedures for calls with customers. • Complete the required evaluation forms to assess business and operational processes.

	<ul style="list-style-type: none"> • Utilize effective listening skills to assess quality and customer service and where there are gaps in performance, identify if there are any systematic shortcomings in performance. • Provide feedback to contact center managers regarding process improvement suggestions. • Provide feedback with accurate details to leaders and managers through monitoring practices. • Review recorded responses by agents including the text/writing in a client and call centre agents 'systems or portals. • Consistently identify trends and system flaws to improve performance efficiencies. • Achieve predetermined performance targets on a monthly basis. • Works with management on employee coaching, training, and development to enhance or correct the behaviors that lead to excellent customer service. • Measure employee performance via recorded monitoring and case audits. • Measure process performance by identifying gaps via recorded monitoring and case audits. • Identify and facilitate any training or coaching that may be required (includes testing the quality and consistency of the control framework, ensuring that contact centre agents are performing within the prescribed limits and defined operations protocols, providing quality, consistent and objective feedback to leaders and managers regarding agents' performance and identifying gaps in training and/or process issues.)
<p>Benefits</p>	<p>Digicall offers a range of core and value-added benefits to equip and empower you to live your best life.</p> <p>Through our employee wellness and recognition programmes, we foster a workplace where every individual is supported, celebrated, and empowered to shine.</p>

APPLICATION DETAILS:

Should you meet the requirements of this position, please complete the application via the link, no later than close of business on **Wednesday, 20 May 2026**.

LINK:

<p>Submit application to:</p>
<hr style="border: 1px solid red;"/> <p>SUBJECT LINE: Application Role Name & Surname careers@digicallgroup.co.za</p>

Important Note: For all internal applicants, please ensure your line manager is informed of your application. Where applicable, line managers will also be formally notified as part of the process.

NOTE:

- It is company policy to attempt to fill vacancies from within the group before considering suitably qualified external applicants.
- Short-listed candidates will go through an evaluation process.
- Should you not receive feedback within two weeks of the closing date, please consider your application unsuccessful and look out for future opportunities at Digicall.

Kind regards,

The HR team