



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

You'll find that and
much more with us.



Training and Quality Manager with English and German language (hybrid model)

Majorel designs, develops and delivers end-to-end CX for many of the world's most respected, digitally born and vertically leading brands. We serve customers around the world with more than 82,000 employees in 45 countries on 5 continents and 80 languages. We support our customers at all times, on any device and in the way they expect from their brands. We speak their language, no matter where they are and what their culture is. We have more than 400 customers around the world, some of whom we have been working for over 12 years. As an industry leader, we offer the safest and most consistent solutions. Some of the largest companies in the world, including the brands you deal with every day, trust our people to represent them.

For our growing team in Skopje, we are looking for a:

Training and Quality Manager with English and German language

Task Description:

The following exciting and challenging tasks await you:

- Lead, manage and develop the local T&Q team
- Foster a culture of team spirit and hospitality
- Motivate
- Perform Solution Coach duties for a specified period each month for all relevant channels
- Take care of administrative SC related functions
- Attrition risk management (alert, communicate, mitigate)
- Drive and steer for service delivery results (service delivery scorecard)
- Regular coordination with Local SDM and / or OPS Manager and with the Global Management team
- Talent recognition
- Participate in the selection process of new team members
- Take ownership of the end-to-end employee lifecycle
- Identify and communicate process improvement opportunities and take appropriate actions
- Embody and reinforce the Majorel culture and Code of Conduct
- Execute the pre-defined governance structure
- Accountable for QPT-related reports and analytics
- Define and implement QPT strategy
- Involved in solution design, pre and post offer
- SPOC for quality communication (internal/external)
- Oversee design, planning and execution of new-hire and continuous education training

- Create a supportive learning environment and community
- Curriculum development, design, and review

Your profile:

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

Management competencies

- Grow and develop people
- Motivate and support performance
- Encourage open dialogue and cooperation
- Drive for results
- Shape and communicate purpose and strategy
- Create value for customers
- Enable creative environments
- Value innovative and creative talents
- Embody ethics and values
- Model social responsibility

We offer:

- 100% work from home
- Attractive monthly salary plus monthly bonuses
- Welcome bonus 18,000 MKD
- Personal and professional development
- Positive working atmosphere in a motivated team
- Internal activities and corporate events
- Private health insurance
- Best opportunities for progress in an international company

If you are looking for new challenges, a positive working atmosphere and a motivated team, please report with your CV and motivation letter via the link below no later than 24.10.2023!

Apply now!

