

Quality Assurance and Insights Consultant vacancies at Capitec

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Deadline: Ongoing / Not specified

Location: Bellville, South Africa

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Capitec Bank is recruiting and accepting applications for Quality Assurance and Insights Consultant vacancies.

Purpose Statement: To ensure that products and services meet specific standards of quality, identify areas for improvement, enable necessary changes with stakeholders and monitor the effectiveness of efforts over time to add value to the process and the outcome.

Experience

Min:

- 3-5yrs experience in a client service, business support environment with responsibility for quality assurance, preferably in banking or finance.
- Experience of collaboration across multiple and diverse teams.
- Project and change management experience.

Ideal:

- Amazon connect, Sales Force and Speech analytics experience

Qualifications (Minimum)

- Grade 12 National Certificate / Vocational

Qualifications (Ideal or Preferred)

- Bachelor's Degree in Business Engineering or Business Administration
- A relevant tertiary qualification in Quality Management

Knowledge

Min:

- Deep and broad knowledge of the business area and specific domain, function or department
- Quality management systems, tools and methodologies
- Data analysis and interpretation
- Fundamentals of behaviour change
- Change management methods, practices and tools
- Understanding of requirements, specifications and technical design
- Project management methodology

Ideal:

- Understanding of the SDLC, testing tools, programming languages

Skills

- Analytical Skills
- Attention to Detail
- Change Management Skills
- Communications Skills
- Interpersonal & Relationship management Skills
- Problem solving skills
- Project Management Skills (Methodolgy Specific)

Conditions of Employment

- Clear criminal and credit record

How to apply

To apply, [visit Capitec Bank careers portal](#).

Capitec is committed to diversity and, where feasible, all appointments will support the achievement of our employment equity goals.

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