

## **Join our Team as Quality Specialist**

*This role gives you the possibility to activate in a dynamic area of one of our core businesses. You will have the opportunity to develop your technical knowledge, analytical, communication and presentation skills by being in close contact with our Agents, Clients and Top Management. Quality Specialist roles are part of the Sales Support team, reporting to the Sales Support Manager.*

### **Main Job Duties and Responsibilities:**

- Analyse and identify in a pro-active way potential risk area in existing sales process and portfolio.
- Gather relevant data from clients, sales force and peers for proper analysis.
- Answer promptly to any complaints coming from internal and external clients regarding sales process.
- Propose mitigation measures for potential risky situations.
- Manage and improve Quality Specialist procedures.
- Manage and improve the “Welcome Call” process and procedures.
- Manage and improve the “Exit interviews for Agents” process and procedures.
- Establish strong, constructive relationships with business owners of other departments.
- Quality Committee member responsible with recurrent updates on analysis, complaints, mitigation measures.
- Lead Quality Committee recurrent meeting

### **Skills:**

- Proficiency with Microsoft software, including Excel and Word.
- Proficiency in English and knowledge of standard office administrative practices and procedures
- Excellent time management and communication skills with strong attention to detail and follow-up
- Adaptable to change
- Ability to make good and fast decisions in a fast-paced environment
- Collaborative, positive and self-starter mindset
- Logic thinking and analytical skills
- Client orientation
- Ethics and integrity
- Influential skills
- Insurance knowledge and experience may be an advantage.

### **What we offer:**

- Friendly environment with multiple career development opportunities
- Inclusive and multicultural team where you can create impact with your innovative ideas and creative personality
- Various learning & development programs, adapted to your needs and goals

- Benefits (flexible hours, meal tickets, private medical subscription, insurance policy, Bookster subscription, discount on dental services, additional holiday based on seniority)
- Attractive salary and yearly additional compensation, according to your performance and support for the team
- Good location – close to public transport stations (bus & subway) & remote working capabilities

Send us your CV at [RO-hr@metropolitanlife.ro](mailto:RO-hr@metropolitanlife.ro)

**At Metropolitan Life, part of MetLife, Inc, one of the largest life insurance companies in the world, we're leading the global transformation of an industry we've long defined. United in purpose, diverse in perspective, we're dedicated to making a difference in the lives of our customers.**

Metropolitan Life is an equal opportunity, affirmative action employer committed to attracting, retaining, and maximizing the performance of a diverse and inclusive workforce. It is Metropolitan's Life policy to ensure equal employment opportunity without discrimination or harassment based on race, colour, religion, sex (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity or expression, age, disability, national origin, marital or domestic/civil partnership status, genetic information, citizenship status, uniformed service member or veteran status, or any other characteristic protected by law.

