

Job Title: Quality Assurance Manager

Job Location(s): Eastern Caribbean Islands: Anguilla, Antigua, Dominica, Grenada, Guadeloupe, Martinique, Montserrat, St Kitts, St Lucia, St Martin, and St Vincent.

Job Description: Full-time (40hrs/per/week)

This highly visible position must have the ability to adhere to Caribbean Collectibles Creations “Code of Conduct” and “Mission Statement”. The Quality Assurance Manager will monitor the daily work-flow of at least three Quality Assurance Specialists. The candidate will use Caribbean Collectibles Creations quality assurance format to score quality and accuracy in customer service, accounts processes, call monitoring, online applications and ticket sales to determine the performance of all employees. The candidate will accurately, objectively record detail documentation on areas of delinquency and recommend educational goals to the board of directors. The ideal candidate should be comfortable working with all levels of management and in a professional work environment.

Travel Required: 0%

Relocation Expenses: Not Paid

Tele-Work: Yes

Minimum Experience/Education:

Associates degree or equivalent

At least one year of quality measurement experience required

Computer literate: proficiency in Microsoft Office applications

Excellent interpersonal and communication skills

Strong time management and analytical skills

*Relevant education may substitute experience requirement

Preferred Experience/Education:

BS degree in related field

3 years of quality measurement experience required

Computer literate: proficiency in Microsoft Office applications

Excellent interpersonal and communication skills

Strong time management and analytical skills

Work Environment: This position requires eye-hand coordination & manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator and other office equipment, bending, stretching, prolonged sitting, stooping, and lifting up to 50 pounds occasionally.

Salary: 56k

Please submit resume & application as PDF attachments to:

HR@CaribbeanCollectibles.org

Caribbean Collectibles Creations is an Equal Employment Opportunity employer. If a candidate is not elected for the announced position within 30 days, their application will be filed for future reference. All applications will be destroyed after 90 days. Candidates are encouraged to reapply. The employment process includes a pre-employment background investigation that applies to all applicants, employees, and contractors/sub-contractors of Caribbean Collectibles Creations. The scope of this inquiry covers such elements as education, employment history, a criminal history check, reference checks, and a pre-employment drug screen. Sensitive positions within the company may have more stringent standards.