We offer ample opportunity to the creative minds and invite applications from aspiring, young and experienced candidates thirsty for taking up new challenges.

Want to change the world? If the answer is yes, then you've come to the right place. Just email in brief about your profile and interest along with your resume at novamantic@gmail.com

Novamantic is an ISO 27001:2013, 9001:2015 testing and assessment solutions provider company for educational Institutions, Government organisations, Corporate entities, individual customers and international clients around the world. Novamantic provides a full suite of assessment services to delivers exams in a very secure environment to millions of individual every year.

Novamantic is an Equal Opportunity and Affirmative Action Employer All qualified applicants, including minorities, women, protected veterans, and individuals with disabilities are encouraged to apply.

NOTE:- Preference will be given to employees who have past experience in (TESTING AND ASSESSMENT COMPANY)

Quality and Security Analyst

Job Description:

This role is responsible for the strategic and tactical channel quality within the test centres across PAN INDIA. This includes ensuring that pre-defined security/quality standards are achieved throughout all testing centres (company owned or partnered sites). It involves close collaboration with the security team and support in the refinement and implementation of global, corporate standards.

Willingness to travel across PAN India

CORE COMPETENCIES:

- Past experience of ***Managing Security of Highly Confidential Work***

- Customer Focus/Communication

- Strategic Agility/Data oriented

- Problem Solving/Attention to detail

- Integrity and Trust

- Team work

SCOPE AND IMPACT OF JOB:

Working closely with channel sales, program managers, technical support, quality and security team and exam sponsors, the Quality and security Specialist also helps to resolve multi-functional or multi-process problems to ensure the current and evolving customer needs are met and the high-quality and security test delivery in all test centres across the region.

PRIMARY RESPONSIBILITIES:

- Channel Management

- Ensure that quality standards are maintained and that quality objectives are being met or exceeded by the channel; where individual test centres do not meet objectives, identify the causes and implement appropriate corrective action.

- Ensure quality standard are met while doing the new site application process/background verification to ensure a quality testing channel.

- Coordinate with the testing channel to train them on Novamantic policies and procedures.

- Ensure appropriate regional communication and/or localization of relevant channel communications.

- Working with international auditing companies to carry regular audits and reporting findings to the management.

- Follow-up with the issues to ensure timely closure of cases/incidents.

- Addressing client concerns and resolving escalations in a timely manner.

- Assist with managing key exam events as per pre-defined guidelines.

- Work with the team to ensure timely completion of assigned goals & tasks.

Qualifications:

- Vocational experience in a similar environment.
- Ability to follow detailed procedures and ensure a high level of accuracy in documentation and data.
- Ability to take responsibility for actions, a self starter who can work well in a dynamic and busy environment.
- Prioritization skills and experience of dealing with multiple projects in a structured way.
- Experience in a customer facing environment, where ensuring high levels of customer satisfaction is essential.
- Ability to establish rapport and deal with people at varying levels, both internally and externally.
- Excellent communication skills, both written and oral.
- Ability to work in a team structure.
- Sound working knowledge of the Microsoft Office Suite and associated packages including Word, Excel, PowerPoint and Internet packages.

Primary Location: Any where in INDIA **Work Locations: PAN INDIA**