



Voice Quality Control Specialist (US Voice Process)

Location: Coimbatore

Shift: Rotational US Night Shift

Experience: 1 to 5 Years in Call Quality (International Voice Process)

Function: Quality Assurance (Voice Team)

Language: Exceptional Spoken English (Neutral Accent)

About Pathfinder:

Pathfinder is the offshore arm of O'Connor & Associates—the largest property tax consulting firm in the U.S. Our 800+ strong team supports thousands of daily inbound and outbound calls across tax research, client services, appeals, and data collection. In this fast-paced, high-volume voice environment, quality is everything. As a Voice QA Specialist, you'll be the last line of defense—ensuring every call meets U.S. standards for clarity, compliance, and professionalism.

What will you do?

- Voice Call Quality Monitoring: Monitor voice calls to ensure clarity, professionalism, and adherence to scripts.
- QA Scoring & Compliance Auditing: Evaluate calls using defined scorecards to ensure compliance with quality standards.
- Feedback & Coaching: Provide constructive feedback and coaching to improve caller performance.
- Reporting & Quality Insights: Generate quality reports and highlight trends for leadership review.
- Continuous Process Improvement: Recommend improvements to enhance overall voice process quality.

Who are we looking for?

- 1–5 years of experience in Call Quality Analysis or Voice Auditing in International BPO/KPO.
- Bachelor's degree, or equivalent.
- Strong command of neutral American accent recognition and spoken English nuances.
- Familiarity with QA scorecards, calibration sessions, call auditing tools.
- Strong communication and coaching ability to deliver feedback constructively.
- High attention to detail and pattern recognition in voice behavior.
- Comfortable managing large call volumes daily.

Why Join Us?

Join Pathfinder as a Voice Quality Assurance Specialist and shape the standard of excellence in international voice processes. Be part of a high-impact team, gain global exposure, drive quality improvements, and grow your career in a fast-paced, result driven environment.