

Role: Remote Audit Technician

Reporting To: Remote Services Manager

Department: Technical - Norwich Office

Contract: Full-time, permanent (Mon-Fri 9am – 5pm)

Salary: £23,000 per annum.

Benefits: Pension, Health Plan, 5 weeks' holiday, plus birthday day off, plus 8 paid Bank Holidays, Gym discounts, holiday purchase scheme.

About us

Operating in the UK since 1993 QMS International provides professional consultation and support for Organisations that require a hassle free and cost-efficient route to ISO Certification. We have proudly been delivering internationally recognised Management Systems for 25 years, with the aim of 'making businesses better'. Our growth plans are ambitious and we're part of the private equity owned Citation Group. Our customer base has grown significantly over the past few years and this growth will continue – that's where you come in.

About You

We need you to have the following skills:

- Excellent communication & customer service skills (both verbal and written) and a polite and friendly telephone manner.
- Proactive team member.
- Strong organisational skills and the ability to multi-task and prioritise.
- Problem solving attitude.
- IT Literate and must have knowledge of Microsoft Office
- Knowledge of ISO Certification advantageous but training will be provided.

Responsibilities include:

The processing of Remote Audits including logging and filing evidence received and dealing with any related queries. Carrying out daily functions of the Technical department.

This includes, but is not limited to:-

- Processing of External Audits, including overseas audits
- Recording, logging and filing Audit Evidence
- Proactively liaising with clients whose Evidence is overdue
- Processing of Compliance Audits, including overseas audits.
- Liaison with clients and staff over all matters relating to Technical queries and escalate where necessary
- Ensuring accurate and timely logging of information on CRM / Connect to aid in data analysis and reporting
- Bringing any problems with Remote / Surveillance Audits to the attention of the Remote Services Manager
- To assist in consistently meeting departmental KPI targets.
- Meet individual targets set where appropriate.
- Identifying and referring any up-sell/cross-sell opportunities
- Highlight inefficient working practices with Remote Services Manager in order to improve processes and practices to enhance the customer experience and aid the company to work more efficiently.
- Other duties carried out by other members of the Technical Department when needed including Compliance Checks.
- Any other duties, as deemed necessary by the Remote Services Manager

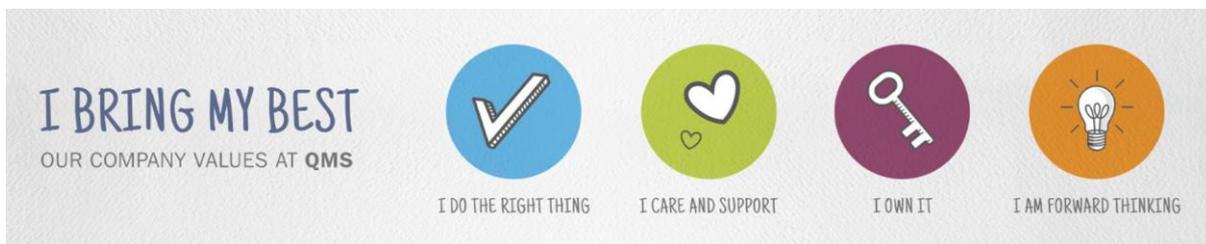
Company interests

You will use your best endeavours to ensure that the Company interests are promoted in the most positive manner. This includes but is not limited to;

- Portraying the Company in a positive way to internal and external parties
- Taking steps wherever possible to ensure the company maximises sales
- Considers Company financial performance when committing to any spend on behalf of the Company.

Company Values

We're proud of our culture and values, colleagues are expected to demonstrate our values in the day to day delivery of their roles.



Please note: While we endeavour to respond to all applications, if you have not heard back from us within 3 weeks of applying, your application has not been successful on this occasion. Applicant details will be kept on file for 12 months.