



Example of Call Analyst Job Description

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Our company is growing rapidly and is looking to fill the role of call analyst. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for call analyst

- Discover and recommend business opportunities through data analysis and design experiments to test them
- Present your findings and insights to Call Center leadership and key stakeholders across our Supply Chain
- Perform ad-hoc analyses to support optimization and company vision
- Complete post-mortem analysis to highlight areas of opportunities and planning adjustments
- Monthly meetings with each plan to ensure all required information is up to date
- Monthly meetings with each plan to ensure effective forecasting efforts
- Weekly, or biweekly meetings with each plan to provide guidance and opportunities for improvement, or kudos
- Development and evolve long term staffing models which forecast volume (inbound/outbound/back office), productivity, shrinkage, and attrition to produce hiring forecast that effectively manages Care Center payroll while meeting all Client contractual service level agreements and Net Credit Loss goals
- Facilitate monthly business review that communicate long term staffing plans to functional area leadership, identifying risks and developing mitigation strategies
- Develop production level annual budgets for all LOB in the Retail Care Centers (Customer Care, Collections, Risk Ops, and Global Support)

Qualifications for call analyst

- Experience in commercial real estate underwriting and/or closing and a familiarity with loan closing documentation
- On the job as required
- 2+ years of field experience in archaeological survey and reconnaissance
- 1+ year previous experience in a service desk / call centre environment troubleshooting IT technical issues
- Experience using Citrix
- Experience in providing email support