Our company is growing rapidly and is looking to fill the role of call analyst. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for call analyst

- Collaborate with Recruiting and Training to ensure flawless executing of hiring plan
- Develops business solutions to satisfy project goals and objectives
- Conducts problem solving resolution and decision making sessions for issues and projects
- Utilizes Workforce Management platforms for intraday traffic management, forecasting, scheduling, and reporting
- Oversee all real-time and intra-day activities to ensure operational goals are met
- Provide real-time support by monitoring actual call volume to forecast, intra-day interval compliance, real-time shrinkage/expectation management and agent's AHT's (ATT, ACW, Hold Time) against goals
- Perform Immediate and post mortem root cause analysis on Service Level misses and forecast variances
- Implements real time action plans to insure operational performance
- Coordinate with other support and business areas to best schedule activities and events that will impact operational capacity through volume or workload
- Produce schedules needed to satisfy interval forecasts and analyzes requests for schedule adjustments, maintaining an appropriate balance between business and associate needs

Qualifications for call analyst

- Perform in-depth analysis and provide recommendations into key performance metrics
- Intermediate knowledge of SQL, SSRS, SSAS, ODS, EDW, and/or other data collection presentment applications preferred
- 5+ years in an information technology Business Analyst consulting role, delivering projects to multiple clients
- 3+ years implementing, configuring and administering Nice Call Recording
- Some Knowledge of UCCE CVP/Call Routing application, Call/Contact Center Technology, Voice Technology Integration, Call Flow Analysis, Business Requirement Development
- Bachelor's degree or a minimum of 4 years of relevant work experience