Our company is hiring for a call center analyst. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for call center analyst

- Track performance of a multi-year, transformation project relative to the original business case, conduct post-implementation reviews and prepare regular executive updates
- Develop strong understanding of costs and value of different purchase channels as basis for decision support
- Participate, often in a lead capacity, in ad hoc projects and other high-priority exercises
- Maintain close working relationship with Accounting
- Constructs monthly monitoring plans for each CSR based on performance and need for improvement
- Provides ongoing feedback to CSU and Training Department regarding identified performance and/or inefficiency issues, training opportunities, and recommended system and process modifications
- Completes special projects and research as requested by management
- This position will support the IVR application
- Lead requirements gathering for IVR systems reporting and analysis
- Generates system reports and outcomes in order to determine system behavior, troubleshooting, and suggested enhancements and improvements

Qualifications for call center analyst

- Ability to work independently, efficiently and accurately
- Bachelor's Degree, preferably with concentration in statistics, finance or

- Knowledge of Inbound Call Center business practices and Speech Analytics applications preferred
- Minimum of two years of experience, database mining, statistical analysis and/or business/operational analytical skills (advanced MS Excel, SQL and mainframe querying skills)
- Strong ability to develop and communicate business analysis and recommendations to all levels within the organization
- Ability to work with independently and in a team environments with changing priorities