



Example of Graduate Analyst Job Description

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Our innovative and growing company is searching for experienced candidates for the position of graduate 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 graduate analyst

- Telephony principles and operation on Siemens infrastructure
- Understanding of Vodafone external and internal schemes
- Demonstrate intercultural skills, preferably with first-hand experience in a diverse setting
- Business process and requirements analyses
- Customer Contact and Interaction Management
- Nil or maximum 1,5 years relevant work experience after graduation
- Dealing with routine enquiries where no advice is required
- Manage incoming cases and maintain focus on resolving customer cases quickly and effectively in line with our service level agreements
- Clearly and succinctly document communications to customers using our issue management system
- Test customer problems and log issues to development, working with developers to determine a solution

Qualifications for graduate analyst

- Financial Services knowledge preferred but not essential
- Ability to run workshops
- Ability to multi-task, work at pace and understand business priorities
- Excellent use of spoken and written English
- The development and production of high quality analysis and reporting -

- Obtaining meaningful, complete and accurate information from direct contact with internal and external resources