



Example of Manager, Customer Analytics Job Description

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Our company is searching for experienced candidates for the position of manager, customer analytics. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for manager, customer analytics

- Manage and mentor a global team of resource coordinators and analysts
- Build and run reports on contact centre operations, including key metrics such as service level adherence, average response time, average resolution time, first contact resolution and customer satisfaction
- Provide clear communication of the forecasted workload, changes, assumptions and staffing requirements to the Sales and Customer Care management team
- Implement staffing strategies in order to meet the Sales and Customer Care service levels based on your forecast, using your team of resource coordinators to assist with the day to day management of this
- Provide ad hoc reporting and data analysis on business questions
- Oversee the global monthly incentive scheme budget and allocation
- Share regular forecast data with third party providers and work with them to report on their performance against KPIs
- Lead the analysis of all customer feedback information including complaints, Net Promoter Scores, JD Powers and employee feedback
- Become the expert in Card Services on all voice-of-customer information and insights into what's most important to our customers
- Partner with key stakeholders from across the organization to understand key customer pain points, identify our most significant opportunities to improve, and track our progress on key initiatives

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- User or technical project/operational experience with Siebel, Pegasystems or other major enterprise software packages preferred
 - People friendly – with ability to handle inbound user queries and conduct training to large groups
 - Project management capabilities & experience in working with both business and IT groups
 - Energetic, open-minded and not afraid to ask questions
 - Process orientated individuals that can manage multiple consecutive requests under pressure
 - 3+ years experience in customer analysis and insight development, customer behavioral analytics, database marketing or related field