This is a Band 28 Position

Job Description:

- Interface with Analysts, Team leaders, and other members of management.
- Manage, update and report real-time activities in the department.
- Monitor Real Time Adherence (RTA) and communicate staffing discrepancies to Team Leaders.
- Record and Maintain a count of productive FTEs.
- Capacity Management for sub-processes.
- Work with Short Term Forecasting Team in CNO, for IDPs and Staffing.
- Leave Cap Formulation; provide advisory support on release of FTEs from the process.
- Communicate systems, voice response and Telecommunication issues to the department.
- Real time adherence, monitoring and communication.
- Raise awareness to RTA issues that are impacting service level and aging objectives.
- Proactively identify improvement opportunities on things such as shift mix, hours of operation etc.
- Manage Outbound Contacts on Dialer, with minimal abort rate.
- Analyze and define at regular intervals, best time to contact Card members to improve total Contacts in the process.
- In-bound call pattern analysis, trending and staff alignment.
- Maintain strong relationships with the Team Leaders and SDL

Ansyg dette job

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https://karriere.ku.dk/da/j/52bRG
Business Analyst

's to improve overall understanding and awareness of
daily/weekly business impacts.

- Feedback, Huddle timings, training schedules and other Off-The-Phone activities.
- Shift Rotations. Transport Roster Shift 24X7

This role may be subject to additional background verification
checks. Job Capsule Needed.

Qualifications

Qualifications:

- Graduate with 0-3 years of relevant experience preferably in service industry.
- Good working interpersonal and negotiation skills and the ability to communicate at all levels.
- High result orientation.
- Proven ability to drive high productivity & sustained performance.
- Manage conflict and counsel performance.
- Strong team player with a high level of integrity.
- Result oriented and decision making skills.
- Ability to demonstrate flexibility and resilience in the face of changing business requirement.
- Strong Analytical skills (Mathematics and Statistics background preferred).
- Prior exposure to Capacity Management/ Dialer/ eWFM/ Real Time is

Ansøg dette job

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careers@graduateland.com  https://karriere.ku.dk/da/j/52bRG
Business Analyst

- Preferred Language: English

ReqID: 17011122
Schedule (Full-Time/Part-Time): Full-time

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