

Call Center Business Analyst

Description

Minimum Technical Qualifications

At least **five (5) years of experience** within the last ten (10) years performing or demonstrating each of the following:

1. Experience with contact center requirements elicitation, facilitation, documentation, and presentation to different groups of users.
2. Experience performing contact center business process reengineering.
3. Experience modeling and documenting functional processes and use cases.
4. Experience designing and implementing a multi-channel contact center business model.
5. Experience developing call guidance strategy in a multi-channel interaction management structure including inbound and outbound voice, email, chat, and SMS.
6. Experience optimizing and reengineering multi-channel workforce management (WFM) including interaction recording, scheduling, skills-based routing, quality management (QM), and speech, text, and desktop analytics.
7. Experience with customer survey design, implementation, and data analysis.
8. Experience with Key Performance Indicators (KPI) development and reporting with comprehensive work capture.
9. Experience developing and implementing organizational change management, communication strategy, training, surveying, and stakeholder interviewing.
10. Experience creating desk procedures, job aids, knowledge articles, and training material and providing training to technical and non-technical users.

Responsibilities

Desirable Technical Qualifications

1. Experience providing consulting services to State and/or Federal agencies in the USA.
2. Experience translating business requirements to functional and non-functional requirements.
3. Strong analytical skills to assess business processes and practices, and identify improvement opportunities.
4. Knowledge of contact center industry best practices and standards.

Hiring organization

Lume Consulting Group

Employment Type

Contractor

Beginning of employment

Jan 2023

Duration of employment

2 Years

Industry

Government Consulting

Job Location

Greater Sacramento, CA

Date posted

Valid through

12.01.2023

5. Excellent written and verbal communication skills.
6. Familiarity with Contact Center as a Service (CCaaS) platforms including Genesys Cloud CX, NICE CXone, Talkdesk CX Cloud, etc.
7. Ability to collaboratively interact with contact center vendors and other contractors in support of implementing a contact center solution.
8. Experience working on a large, complex project with many moving parts and frequent changes.
9. Experience developing and implementing change management and communication strategies in conjunction with a large technology project.
10. Experience managing multiple tasks, deadlines, and varying priorities.