NexRep is currently recruiting for a Business Reporting Analyst to join the Data, Insights, & Strategy team. This is a highly visible position in which the successful candidate will be responsible for delivering analysis and insights that drive operational performance and decision making. Specific responsibilities will include:

- Building analytic models in support of forecasting, planning, and operational performance
- Analyzing and reporting on operational KPIs
- Conducting root cause analyses to understand variances and inform future planning
- Partnering with the Finance team to help maximize program margins
- Collaborating with the Workforce team to help optimize workforce planning and performance
- Analyzing and reporting on survey data, including both quantitative and qualitative data
- Developing internal and client-facing presentations
- Actively participating in both internal and client meetings
- Helping to institutionalize the use of metrics in decision making

Qualifications

- Bachelor's degree in Business, Economics, Mathematics, Statistics or related field
- 3+ years in a similar, analytical role
- Highly skilled critical thinker and creative problem solver
- Ability to thrive in a fast-paced, dynamic environment
- Highly organized and efficient
- Ability to communicate verbally and in writing across all levels of the organization
- Ability to synthesize data from multiple sources into concise business recommendations
- Advanced Microsoft Excel skills
- SQL proficiency preferred
- Experience with BI tools such as Looker or Tableau preferred
- Contact center experience preferred

This position will be based in our Portland, Maine office.

About NexRep

NexRep leverages a U.S. home-based workforce to deliver world-class customer service and sales. We've developed innovative strategies to deliver the home agent contact center model, focusing on agent operations and sourcing that delivers professional agents who match client's customer profiles. The result has been a fast growing and consistently profitable company, which attracts the best talent and delights clients and agents.

NexRep is a leader in cloud-based, virtual contact centers. We work with world class brands such as AAA Insurance, Sun Basket, Grubhub, Priceline and various product marketing companies. Unlike conventional call centers, NexRep recruits, contracts and certifies U.S. agents who work from home. This unique partnership allows us to give great work opportunities to those who really benefit from an at-home arrangement: parents, those with physical disabilities, rural communities, and others. In turn, we can take advantage of a domestic workforce that brings tremendous quality and solves problems on the first call.

NexRep's culture is characterized by our start-up feel. We are growing very fast, and we're doing so profitably and debt-free. This is the perfect recipe for a fun, exciting environment. Part of that environment includes the ability to make decisions quickly and as a team, without onerous oversight and red tape. Those who join our team now will be ideally positioned to take on leadership opportunities as we expand. If you have the skills and experience for this role, join us on this exciting journey.

Please send resumes and cover letters to datajobs@nexrep.com

COMPENSATION & BENEFITS

As part of this position, NexRep is offering a competitive compensation and benefits package, which includes the following:

- Competitive salary
- Discretionary bonus based on personal and company performance
- Selection of medical and dental insurance plans, with a generous employer contribution
- 401(k) retirement savings account
- PTO + 10 paid holidays
- A fun, casual office environment, located in a vibrant section of downtown Portland, with views of Casco Bay
- Employer-paid, garage parking, available for use 24/7