



Reporting Analyst

Job Status: Full-time, Exempt

Reports to: Director of Data, Insights, and Strategy

Job Summary: The Reporting Analyst is a key member of the Data, Insights, and Strategy team, working cross-functionally to develop metrics, synthesize data from multiple sources, and deliver reports that drive operational performance and aid in business decision making.

Essential Functions:

- Build analytic models in support of forecasting, planning, and operational performance
- Mine and synthesize data from multiple, often disparate, sources
- Analyze and report on operational KPIs
- Partner with Finance to help maximize program margins
- Collaborate with the workforce team to optimize workforce planning and performance
- Analyze and report on survey data, including both quantitative and qualitative data
- Develop internal and client-facing presentations and dashboards
- Actively participate in both internal and client meetings
- Help to institutionalize the use of metrics in decision making

Position Requirements:

- Bachelor's degree in Business, Economics, Mathematics, Statistics or related field
- 3+ years in an analytical role preferred
- 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, but not required

This job description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities that are required of the employee.

To apply: Please e-mail us your resume and cover letter to careers@nexrep.com.

Thank you for your interest in NexRep!