

Real Time Analyst



Position: Real Time Analyst

Status: FT Hourly

Department: Contact Center

Reports To: Contact Center Operations Supervisor

Summary/Objective:

RTA (Real-Time Analyst) is a vital member of the ACD Direct Contact Center Workforce Management team. The RTA will be responsible for real time monitoring of service levels and site performance during the day to ensure effective management of the incoming and outbound phone, chat, and text volume. The position will have high visibility to all the operations teams internal and third-party. This position requires flexible schedules.

DUTIES AND RESPONSIBILITIES:

- Intraday real time monitoring of service levels for all queues of clients' call volume.
- Real time monitoring of agents' performance.
- Drive real-time adherence and utilization to the expected capacity against the actual performance to achieve service levels and efficiency metric goals.
- Communicate and call out changes to incoming contact patterns to operations.
- Have a real time communication with the operations team when call outs or changes need to be done.
- Update the Daily Intra-Day Log and send reports related to the performance.
- Build and maintain strong relationships with key stakeholders from Leadership and all internal departments to ensure shared objectives are met.
- Be available to perform other duties as assigned.

QUALIFICATIONS:

- 2+ years of experience in the ACD Direct contact center environment
- Previous experience in Contact Center Operations or as a CRM is preferred
- Experience with InContact systems is preferred.
- Proven strong interpersonal and communication skills with the ability to communicate effectively to a wide range of constituencies in a diverse environment.
- A multitasker who can prioritize and organize work in a dynamic environment.
- Demonstrates Decision Making/ Complex Problem Solving- proactively gather the right data from appropriate sources, probe/consider all of the facts, considers other perspectives; conduct root cause analysis; refer to long term plans and goals; prioritize key factors; act decisively, promptly and confidently.

Escalation Procedure

While we encourage conflicts to be resolved directly with your supervisor, should the need arise a request to meet with the HR can be made.

I acknowledge that I have read and understand the above job description in its entirety and am capable of performing all of the stated requirements and essential functions therein. This job description will be made available to the employee for electronic acknowledgment.

Last updated: March 15th, 2021