

ACD Direct has an immediate opening for a Real Time Analyst to join our team!

An 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.

The ideal candidate will have experience in the ACD Direct contact center environment and InContact systems. The ability to multitask and can prioritize in a dynamic work environment with decision making and problem-solving skills is a must.

ACD is the premier provider of Contact Center Services providing support to Public Media, Non-Profit Organizations and a few Commercial clients. Our company is fast paced and always seeking innovative solutions to remain ahead of the curve as support channel needs shift.

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.

If you feel like you might a great fit, we encourage you to apply.

ACD Direct, Inc. is an equal opportunity employer. ACD does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factor.