



Job Description

Business Title: Customer Services Operations Analyst	Department Name & Number: JM&A Customer Service Services/Admin- 3068
Position Location: Deerfield Beach	Date : 09.17.14

Position Description/Responsibilities

The Customer Services Operations Analyst will take a lead role in reporting analysis and process review for the JM&A Customer Services group. Analyst will be involved with producing Monthly Operations Reports, identifying trends and conducting detailed analysis on metrics reported. The analyst will also be tasked with developing new metrics and reports, while also improving and automating existing reports, to enable better business analysis. The successful candidate must possess well-developed analytical and project management skills, be motivated to work in a dynamic business environment and be capable of effective interaction with all levels of associates across the organization in order to recommend solutions/improvements that enable the departments to operate more efficiently, and improve performance.

Job Responsibilities:

- Provide monthly reporting, insight and analysis to assist management in tactical and strategic decisions.
- Create or modify existing reports, utilizing Cognos Report Studio, to support analysis.
- Track, measure, and recommend new methods to assess department and associate performance.
- Identify and understand the business issues and data challenges of the organization.
- Use strong analytical and project management skills to interpret business results and translate them into recommendations to improve performance.
- Deliver informative, well-organized presentations.
- Understand how to communicate difficult/sensitive information tactfully.
- Identify critical issues with ease.
- Contribute to the development of re-engineering methods to improve and/or automate processes, reduce risk, increase controls, and/or increase customer satisfaction.

Position Requirements:

- Bachelors Degree in Finance, Accounting, Engineering, or Business Administration, required. MBA preferred.
- 2 + years experience in financial or operational analysis and reporting, or related work with demonstrated trend analysis and modeling expertise.
- Must possess strong verbal and written communication skills as well as presentation skills.
- High level of proficiency in Microsoft Excel (v-lookups, pivot tables, graphing) Word, and PowerPoint. Microsoft Access a plus.
- SAS, SQL, or Cognos Report Studio skills a plus.
- Must possess strong critical thinking, quantitative and analytical skills as well as a strong interest in data analysis, creation of business models and process improvement.
- Must have the ability to multitask and prioritize in a fast paced, team environment.

Qualified Applicants can apply via our corporate website:

www.jmfamily.com and search for requisition [14-0468](#) [Customer Service Operations Analyst](#)

