

Position	Contact Center Operations - MIS Executive
Job Description	We are looking for a Call Center MIS Executive that will be the Managing Data and Information system. The successful candidate will be able to Manage Management information system, data management, data interpretation and data driven decision suggestion to the operations.
Role & Responsibilities	<u>Roles and Responsibilities</u> • Data Management • Responsible for management of data received for client, scrubbing, reporting • Responsible for daily, weekly, hourly monthly dashboard /reports • Responsible for data management and accuracy • Responsible for effective management of campaign and processes • Monitoring/ Measuring of data availability allocation and reallocation to dialer or operations • Managing all MIS related activities • Responsible for automate data and reports to ensure accuracy using (macro etc.) • Provides statistical and performance feedback on a regular basis to Operations and higher management • Responsible for performing data analysis interpretation and insights required by operations and other stakeholders • Responsible for providing insights and causes out of data for non-conformity, area of improvement for SLA
Job specific skills	Applicants should possess the following attributes: <u>Work Experience</u> • Min 1 year of experience working as a Contact Center MIS Executive in Banking domain preferred <u>Technical Skills</u> • Data management, interpretation skills • Knowledge of dialer metrics • Data Driven approach • Advance MS office skills (Excel, PowerPoint, power BI etc.) <u>Behavioral Skills</u> • Excellent verbal, written Communication skills • Eye for Detail - Ability to identify potential failure modes • Analytical and Problem solving ability • Good interpersonal skills • Process and result oriented • Value – integrity, Respect, customer centricity • Adoptability to a fast – paced changing environment
Educational Qualification	Graduation from a recognized educational institution in India / Overseas
Minimum Experience	Min 2 year of experience in a contact center and 1 year as a MIS executive
CTC offered	Compensation will not be a limiting factor for the right candidate(s) and will be discussed on case to case basis

Location of posting	Giftcity, Gandhinagar
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