

Operations Insights Analyst

Purpose:

The candidate will be required to simplify CSC metrics, making the information useful for the Retention Operations Team, to keep the business abreast of trends, identify opportunities, recommend strategies, changes, or tests, driven by data that will improve CSC performance and user experience, thus contributing towards the bottom line. This position aids in ensuring that CSC SLA's are met through providing insights on CSC data and measuring the success of CSC initiatives.

Duties include, but not limited to:

Analytics:

- Critically review, optimize and automate volume data, CSC contact data, Categories and Subcategories data, detail chats data, KPI, SLAs within the Retention Operations Team.
- Report on customer service and satisfaction trends (e.g., chat topics, volumes, KPIs, SLAs, skillsets, NCI given, action reporting etc.).
- Stay abreast of all changes and optimizations on the Customer Satisfaction and Retention Operations strategy to ensure details of all changes are measured and provide insights to business.
- Report on and analyze new initiatives within the Retention Operations team initiatives.
- Assume complete ownership of the All-CSC Reports on the relevant data tools by creating and maintaining appropriate ease of access to data for the Retention operations Team.
- Generate new reports to provide insights and direction on an ad-hoc basis.
- Monitor, investigate and escalate issues with the various reports.
- Proactively identifying trends, investigating any irregularities, and following up with any fixes and/or amendments to improve efficiencies.
- Ensure Reports are up to date and that reporting errors are fixed in a timely manner.
- Gather requirements for reporting and building spreadsheets and tools to answer reporting needs (Excel, Power BI, Zoho Analytics etc.).
- Familiarise yourself with other data sources to be able to link them up when necessary

Project Management:

- Identify, plan, implement and improve measurements of implemented projects using operational metrics.
- Close co-operation and co-ordination between supporting teams to ensure timelines and deliverables on all projects are met to expectations.

Workforce Planning:

- Assume complete ownership of the Work Force Planning ensuring appropriate views are created and maintained for ease of access to data for HR and Operation Management.
- Management of reports with up-to-date staff list
- Assess capabilities of the CSC Agents and manage expectations of key stakeholders accordingly.



DIGITAL GAMING CORPORATION

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Team Management:

- Building excellent rapport with all levels within the organization.
- Ensure all information is saved in a central location.
- Build and maintain relationships with various support departments (Operations Managers, Service Managers, BIS, Dev, Retention Marketing– to name a few).
- Ensure any/all changes to reporting, workforce planning and KPI's are communicated with the Retention Operations Team.

This job description is not intended to be an exhaustive list of responsibilities. The job holder may be required to complete any other reasonable duties in order to achieve business objectives.

Essential Criteria:

- Bachelor's degree in Statistics, Data Science, Finance, Marketing or closely related field
- Data driven in thoughts and actions, familiar with using Excel pivot tables, Power BI, SSRS Reports / or Tableau (or similar tools)
- Minimum 1 year experience working with data

Knowledge, Skills & Abilities:

- Proficient in Microsoft Office Suite (Advanced Excel Proficiency; proven working knowledge & experience with Excel spreadsheets, graphs and formulas)
- Previous experience in generating & compiling documentation and reporting.
- Proven ability of liaising with all levels of management and key stakeholders.
- Previous experience in iGaming, Online Sports, Banking or e-commerce
- A passion for producing high quality, accurate, and actionable analysis to drive business performance
- Ability to work within a team
- Self-starting methodical working style
- Work within a technical or specialist area of expertise in order to continuously improve the quality of the service and/or the product provided.
- Consider problems as a challenge, collect information relevant to the problem, be disciplined in ascertaining the root cause, identify and develop a practical solution, communicate the findings and implement action to resolve the problem.
- Create a culture of continuous improvement. Bring a sense of urgency to situations, demonstrate an active approach, be willing to get involved in order to increase the pace and achieve goals and objectives.

Physical Demands:

While performing the duties of this job, the employee is:

- Regularly required to talk or hear.
- Required to sit for long periods and reach with hands and arms.
- Occasionally required to stand; walk.
- Occasionally required lifting up to 25 pounds.

How to Apply:

All applications need to be submitted via email to HumanResources@digitalgamingcorp.com

Please ensure you have attached an updated copy of your CV and a motivation letter supporting your application.

- *Note this role is based in Las Vegas, Nevada*