

# CX Data Analyst II

at SimpliSafe [\(View all jobs\)](#)

Richmond, VA

## About SimpliSafe

We're a high-tech home security company that's passionate about protecting the life you've built and our mission of keeping Every Home Secure. And we've created a culture here that cares just as deeply about the career you're building. Ours is a no ego culture of collaboration and innovation where those seeking their next challenge can find big opportunities and make a huge impact on the lives of all those who we protect. We don't just want you to work here. We want you to grow and thrive here.

We're embracing a hybrid work model that enables our teams to split their time between office and home. Hybrid for us means we expect our teams to come together in our office on two core days, typically Tuesday, Wednesday or Thursday, to work together in person, and teams can choose where they work for the remainder of the week. We all benefit from flexibility and get to use the best of both worlds to get our work done.

## Why are we hiring?

Well, we're growing and thriving. So, we need smart, talented, and humble people who share our values to join us as we disrupt the home security space and relentlessly pursue our mission of keeping Every Home Secure.

## What You'll Do

The SimpliSafe CX Analytics team is looking for a Senior Analyst to support our Customer Operations team. In this role you will have the opportunity to influence this critical agent team that executes on a number of customer servicing efforts including technical support, back office and agent help desk.

This is a unique opportunity to own the full lifecycle of data analysis, reporting, and strategic partnership with Operational leadership. You will collaborate across the organization with other analysts, engineers, and operational leaders to understand and leverage existing data sources, develop new data sources, and conduct cross-functional analysis. Your work will have a direct impact on Customer Service performance and the company's overall business success.

*Primary responsibilities include:*

- Sift through raw data, partnering with a variety of technical and non-technical teams, to create structured, high quality data assets to support analysis and reporting
- Organize and mine datasets to find drivers of loyalty performance at both the channel and agent level, identifying optimization opportunities
- Develop metrics in support of agent performance to drive maximum impact
- Lead analytics efforts and drive creation of standardized KPIs, reports, and executive dashboards (familiarity with Tableau a plus)
- Lead the development of measurement frameworks for pilots and experimentation within the channel to advise on the success of tactics
- Act as strategic thought partner with Customer Service team leaders, proactively sharing insights and emerging issues, and making strategic recommendations

## What You'll Bring

- BS in a quantitative field or equivalent experience (Analytics, Computer Science, Statistics, Mathematics, Operations Research, Engineering or related field)
- 5+ years of equivalent experience or Masters +3 years
- Strong technical skills, including experience with query and data visualization tools. SQL, Excel and a BI tool (Tableau preferred) are core requirements, with experience in coffee development using git repos a plus
- Strong analytical and creative problem-solving skills

- Extreme attention to detail but with the ability to work collaboratively in a dynamic, cross-functional environment
- Excellent communication skills with the ability to synthesize concepts for non-technical audiences and effectively engage partners across all levels of the company
- Ability to work independently and collaboratively. Going beyond the question asked to proactively understand the question behind the question and create/structure your own analysis plan

## What Values You'll Share

- Customer Obsessed - Building deep empathy for our customers, putting them at the core of our work, and developing strong, long-term relationships with them.
- Aim High - Always challenging ourselves and others to raise the bar.
- No Ego - Maintaining a "no job too small" attitude, and an open, inclusive and humble style.
- One Team - Taking a highly collaborative approach to achieving success.
- Lift As We Climb - Investing in developing others and helping others around us succeed.
- Lean & Nimble - Working with agility and efficiency to experiment in an often ambiguous environment.

*We wholeheartedly embrace and actively seek applications from all individuals, no matter how they identify. We are committed to cultivating a diverse and inclusive workplace, and we believe our work is enriched when we incorporate a multitude of perspectives, backgrounds, and experiences. We want everyone who works here to thrive and contribute to not only our mission of keeping every home secure, but also to making our workplace safe and supportive for others. If a reasonable accommodation may be needed to fully participate in the job application or interview process, to perform the essential functions of a position, or to receive other benefits and privileges of employment, please contact [careers@simplisafe.com](mailto:careers@simplisafe.com).*