

Amazon is offering teams more flexibility on where to work. [Read more](#) from Amazon CEO, Andy Jassy.



Business Analyst

Job ID: 1670350 | Amazon.com Services LLC

DESCRIPTION

Amazon is seeking detail-oriented, highly-motivated individuals to join our HR People Analytics team in the Amazon North American Customer Fulfillment Operations organization.

About Amazon

At Amazon, we have a unique culture built on pioneering into unknown and new frontiers. From selling books to creating the Kindle, from making films to launching faster delivery, Amazon reinvents normal. After selling the first book in 1995, we have grown at an incredible rate and now have become the universe’s most customer centric company. By hiring those that take risks and find fulfillment through making the impossible commonplace, Amazon cultivates innovation. Every employee at Amazon has the power to forge their own path and to have a true impact on the business, and we find that exhilarating.
Read more about us at amazon.com/about

When we hire you at Amazon, we hire for the future. With unlimited career opportunities, Amazon invests in ensuring our teams are always challenged, constantly learning from each other, and creatively contributing to our next big idea. You will be surrounded by the best innovators of our time and we welcome you to make history with us: minority, female, gender identity, disability, or sexual orientation.
See why diversity is important to us at amazon.com/diversity

About the Role

The HR People Analytics Team converts people and process data into meaningful, actionable insights for the Amazon North American Customer Fulfillment (NACF) HR community. The Business Analysts are a team of multi-disciplinary professionals skilled in data analysis, and they leverage a variety of HR data platforms, processes, policies, and tools to develop solutions which influence decision-making at the highest levels of our organization.

As an HR Business Analyst, you will play an essential role strengthening the technical skills, people data knowledge for the NACF field Human Resources management teams. You will directly support Senior HR Directors and Multi-Regional Sr. HR Managers across Amazon's expansive NACF network. In this role, you will glean insights from a wide array of people data sources and people metrics, and you will translate those insights into thoughtful, prescriptive solutions. You will lead change by influencing big leaders in field HR operations as well as key stakeholders in corporate teams. Some of the position's key responsibilities include:

- Perform deep dive analyses on HR Key Performance Indicator (KPI) measurements and a wide array of people data sets. Proactively surface outliers, defects, trends, and translate data into meaningful, actionable insights.
- Participate in strategic and tactical planning discussions and provide prescriptive people-data-backed recommendations to HR Directors and Super-Regional senior HR leaders to influence people-centric business decision-making.
- Design and create custom people data reports to capture key insight trends. Own the development and maintenance of ongoing metrics, reports, analyses, and dashboards that monitor and to drive key business decisions. Generate ad hoc reports as well as periodic weekly, monthly, quarterly reports to support internal business reviews.
- Use of SQL, Excel, Tableau, Amazon Quicksight, and other tools, data manipulation methods, and data visualization approaches to help tell thoughtful stories with people data.
- Identify areas of opportunity for automation of existing manual people data reporting solutions. Partner with corporate HR teams to continuously improve our enterprise people data tools and the creation of new tools that will meet the long term needs of our customers.

Amazon is committed to a diverse and inclusive workplace. Amazon is an equal opportunity employer and does not discriminate on the basis of race, national origin, gender, gender identity, sexual orientation, protected veteran status, disability, age, or other legally protected status. For individuals with disabilities who would like to request an accommodation, please visit <https://www.amazon.jobs/en/disability/us>.

The base pay range for this position in Colorado is \$ 54,300-95,100/year; however, base pay offered may vary depending on job-related knowledge, skills, and experience. A sign-on bonus and restricted stock units may be provided as part of the compensation package, in addition to a full range of medical, financial, and/or other benefits, dependent on the position offered. This information is provided per the Colorado Equal Pay Act. Base pay information is based on market location.

BASIC QUALIFICATIONS

- Bachelor’s degree in Business, Statistics, Supply Chain Operations, Mathematics, Computer Science, Engineering, Finance, or related field.
- 3+ years of professional experience with a heavy emphasis on data and analytics, preferably with people data.
- Strong knowledge of SQL as well as advanced Excel skills. Experienced with data visualization tools such as Tableau, Power BI.
- Excellent verbal and written communication skills. Ability to summarize complex data to an executive audience, as well as the ability to dive deep into the details with other analysts and specialists.
- Highly independent and capable of multi-tasking and executing on multiple project channels simultaneously.

PREFERRED QUALIFICATIONS

- Proven data analysis and reporting experience with meticulous attention to detail.
- Exceptional intuition and problem-solving skills when faced with frequent unstructured, ambiguous problems.
- Knowledge of data visualization techniques (scatter plots, fit lines, bar charts, time series, etc.).
- Experience using data and metrics to test theories, confirm assumptions, and measure success. Ability to use data to back up assumptions, develop business cases, and complete root cause analysis
- Knowledge of basic statistical techniques for hypothesis testing or prediction (Correlation, Regression, Confidence Interval, etc.).
- Experience with process improvement strategies and analytical techniques of Six Sigma, Lean, Kaizen, etc.



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