

Manager – MIS and Analytics

Competencies	Key Parameters
Educational Qualification	Graduate/Postgraduate in any stream
Experience	Minimum 3- 8 years' experience in Dialler operations and MIS
Key Skills	<ul style="list-style-type: none">• Excellent knowledge of MS office is must• Carry out automation of reports and process improvement• Should have knowledge of Macros and SQL• Should have excellent knowledge of dialler Operations• Excellent communication skills (verbal and written)• Should have good interpersonal skills• Self-motivated and a self-starter• Should have good presentation skills
Job Description	<p>Data Management: Develop and maintain databases to store contact center data efficiently. Implement data quality control measures to ensure accuracy and consistency of information. Regularly update and cleanse databases to eliminate errors and redundancies. ID Reconciliation to be done on monthly basis to get the IDs deleted of all Inactive Employees.</p> <p>Reporting and Analysis: Generate regular reports on Sales related key performance indicators (KPIs). Analyse data trends to identify areas for improvement and opportunities for optimization. Present findings to senior management and provide actionable insights to drive strategic decision-making. Business performance calculation</p> <p>System Optimization: Collaborate with IT teams to optimize contact center software and systems for better data collection and reporting capabilities. Stay updated on emerging technologies and best practices in MIS to enhance operational efficiency.</p> <p>Team Supervision: Lead a team of MIS analysts responsible for data collection, analysis, and reporting. Provide guidance and training to team members to ensure they have the necessary skills and knowledge to perform their roles effectively.</p> <p>Process Improvement: Identify opportunities to streamline processes and workflows within the contact center. Implement changes and monitor their impact on performance metrics. Continuously review and refine processes to drive efficiency and productivity gains.</p>

	<p>Compliance and Security:</p> <p>Ensure compliance with regulatory requirements regarding data privacy and security.</p> <p>Implement security measures to safeguard sensitive information and prevent unauthorized access.</p>
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