

JOB TITLE		Business Process and Experience Analytics Officer	
JOB OBJECTIVES:			
Design seamless processes that are standardized across the organization. Data gathering and interpretation for Management reports.			
DEPT/DIVISION:		REPORTS TO:	SUPERVISES:
Customer Experience & Corporate Communication		Head, Customer Experience	
RELATIONSHIPS:			GRADE:
JOB RESPONSIBILITIES:			KEY PERFORMANCE INDICATORS:
<ul style="list-style-type: none"> ○ Collect, analyze, and interpret customer interactions data to identify requirements and information useful in optimizing customer experience. ○ Conduct gap analysis by Liaising with organization's marketing, sales and advertising units to analyze customer feedback and develop processes for improved customer experience. ○ Identify processes that require improvement through surveys, direct feedback from staff, Quality Assurance and Service Measurement reports etc. ○ Work with stakeholders to set/modify processes requiring improvement ○ Fix Service Level Agreements (SLAs) and Operational Level Agreements (OLAs) to the processes ○ Monitor, measure and provide feedback on process performance ○ Process digitalization and Automation ○ Obtain feedback from customers on our service delivery and how they would prefer to be served by deploying surveys, analyze feedback received and ensure that periodic reports are generated ○ Design and implement framework to track and analyze feedback from internal and external customers on process issues. 			
COMPETENCE REQUIREMENTS			APPLICATIONS & TECHNOLOGY
FUNCTIONAL		BEHAVIORAL	
<ul style="list-style-type: none"> ○ Proficient in Microsoft Office Suite ○ Knowledge of customer service practices ○ Analytical Skills ○ Report writing skills ○ Experience in mediation and conflict resolution techniques ○ Data analysis experience ○ Knowledge of research practices ○ Collaborative and communication skills 		<ul style="list-style-type: none"> ○ Self-Assured, Confident and Assertive ○ Relationship Management (including collaboration & teamwork) ○ Effective Communication Skills ○ Continuous Learning & Improvement ○ Business Writing ○ Time Management ○ Effective Listening ○ Customer Service 	
			WORK CONDITIONS
JOB SPECIFICATION			
		○	
		○	
		○	

