

United Kingdom Jobs Expertini®

Customer Insights Consultant – Customer Talent Search

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Company: Jobspaddy

Location: United Kingdom

Category: office-and-administrative-support

CTS represents an international network of Customer Management Executives, mainly across UK, Ireland, Germany, Netherlands, Spain, Portugal and South Africa. We have a vast network across all industries that have large contact centres and/or customer experience operations. We have professional relations with our connections; that emphasises building trust, fostering collaboration and we maintain long-term relationships for mutual benefit. Our client is an expanding consultancy business that specialises in Contact Centre AI technologies.

Their AI SaaS solution is essentially a learning tool that uses speech analytics to learn from agents calls with customers and then feed back data for training and development within the team. It works both in real time and retrospectively. The aim of the platform is to turn a good Agent into a Great Agent by increasing scores across KPIs within the operation.

The software can be used to improve various business operations, be that reducing fraud, improving CX scores like NPS or any other designated goal of the end client.

The role of the Insight Consultant is to own the client relationship, to understand the operations leaders goals, their key metrics measures and then analyse customer interactions, provide actionable insights, and create compelling data-driven narratives to support the optimisation of your client's customer and agent experience.

Essential Experience:

Strong Customer Insight and Analysis experience

Contact Centre Operations knowledge

Reporting on Contact Centre metrics measures like CSAT, NPS, NES, AHT and Call Quality.

Power BI and other data visualisation tools.

Excellent communicator

Engaging and Persuasive

Applicants must have permanent rights to work in the UK and be commutable to either Birmingham or Manchester

Hybrid – Birmingham or Manchester Office 3 days per week

Environment – Contact Centre Operations

Salary

neg around £45,000 + Bonus and Benefits

More Information

Salary Offer \$20.000 ~ \$50.000

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