



MIS Contact Centre Professionals x 2

- ✚ Drive Major MIS Transformation Piece**
- ✚ 1st Class Financial Services Giant**
- ✚ Circa \$100K Base + Super + Bonus + Executive Career Avenue**

This incredibly successful financial services giant has weathered the GFC like no other and now wishes to consolidate their strong market dominance by designing, building, developing, improving and delivering a first class reporting platform, all with due regard to the greater operational "big picture" objectives of the group and with immediate impact on approximately 650 FTE contact centre staff.

These positions are newly created and present exceptional professional development opportunities for 2 "budding" MIS executives. The virtual contact centre environment; a Genesys platform (skills-based routing and Dialler), SAS, SQL and other proprietary systems together with approval to implement Aspect eWFM software; and the challenge of navigating the myriad of relationships, business units, functional disciplines and various demarcations across the entire Banking network in order to achieve real results rather than two-dimensional reactive MIS roll-outs all make for a complex environment which will require people with most, if not all, of the following:

- ✚ Sound SQL skills (ability to understand and query relational databases)
- ✚ Knowledge of front-end reporting tools and the suite of modern contact applications (ACD/IVR/WFM/VoIP/Call Quality Monitoring & Recording)
- ✚ Knowledge of SAS products an advantage
- ✚ Tertiary qualifications in a numerate discipline preferably in finance, business or accounting or have equivalent experience in finance, business or accounting roles in a financial organisation
- ✚ Proficiency in all MS Office software - advanced Excel desirable
- ✚ The ability to develop innovative MIS solutions that provide integrity and support to the introduction of best practice operational performance metrics
- ✚ The ability to communicate with a broad cross-section of customer contact centric stakeholders across the group spanning Credit Risk, Finance, IT, Operations and HR.
- ✚ The critical thinking, problem solving, analytical, organisational, self-motivational, verbal and written communication skills to be effective at all levels on the org chart – from front line staff to senior executive level in arguing business cases for approval
- ✚ A positive attitude, solutions orientation, sense of humour, ability to work to deadlines and team orientation.

To apply in strict confidence, please click the apply button below attaching a brief resume and covering letter quoting **Ref. No. DOK/50218** or call **David O'Keefe** on 02 9947 9775 for further information.