Contact Center Analytics Consultant

POSITION SUMMARY

This position within the Calabrio Innovation Center is responsible for working with new, existing, and potential clients to demonstrate the Art of the Possible with the Calabrio Speech Analytics solution. They will help clients drive valuable business and process improvements within their environments through the use of the Calabrio Analytics suite. This position will also assist the sales team in positioning our products through the use of product demonstrations, workshops, and proof-of-concept engagements.

CORE EXPECTATIONS

- Work closely with clients using Calabrio Analytics to facilitate their knowledge and use of the product
- Promote Best Practices in Analytics implementations
- Understand and effectively presents and delivers presentations on the suite of Calabrio Analytics solutions
- Effectively describes the process and value-added benefits of the Calabrio Analytics solutions to new and prospective clients
- Seek opportunities to propose solutions and improvements as related to product usage
- Work closely with customers to understand their organizational pain points and effectively link product features and benefits to the customer's needs to help promote product adoption
- Continuously review industry trends and client feedback to anticipate future market needs
- Provides sound organization and support for Calabrio-sponsored trade shows
- Provide client discovery and assessment support to the Sales team
- Establish and maintain positive work relationships and works productively with support groups within the business, i.e., Marketing, Product Management, etc.
- Consistently meets assigned deadlines to ensure client satisfaction
- Other duties as assigned

CORE COMPETENCIES

- Outlook – Believes in self, company and marketplace and is passionate about learning and growing. Takes responsibility for own success, doesn't externalize, accepts challenges, does not take "no" as failure, but as an opportunity to succeed.
- Sales Acumen - Doesn't take things personally, knows what to say or do at the appropriate time; Is cool under pressure and is prepared for whatever the prospect or client does or says; Doesn't strategize "on the fly", doesn't over analyze, and stays in the moment; Asks thoughtful questions, displays effective listening, demonstrates product value; Is tenacious, maintains continuous contact with prospects and clients to establish need(s); Demonstrates effectiveness in linking product features/benefits to client needs.
- Collaboration - Effectively builds and maintains partnerships with clients, prospects and people at all levels across the company. Contributes to team and

company success. Maintains flexibility and reacts to change appropriately. Communicates and shares information with candor that builds trust and enhances relationships.

- Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.
- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyses information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- Communication - Creates and sustains ongoing forums that encourage two-way communication opportunities; Demonstrates and promotes positive prospect, client, and work relationships; proactively addresses and manages conflict and disputes; works to achieve constructive resolution.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

WORKING RELATIONSHIPS

- Report to a manager or high level personnel
- Ability to work closely with peer software engineers, group leaders and other employees and departments in the company
- Direct work with customer and partners in a leadership role
- Provides leadership within company on small projects and tasks

EDUCATION

- Requires a BA degree in a technical discipline or equivalent
- Proficient with Microsoft Excel, Word, and PowerPoint
- Minimum of 7+ years of experience in a fast-growing high technology company - Contact center experience a plus

MENTAL/PHYSICAL REQUIREMENTS

- Ability to be on feet periodically while performing job responsibilities
- Ability to sit for long periods of time depending on your position and/or getting up and down through your work shift
- Frequent alpha/numeric keyboarding
- Ability to view a computer for a long period of time

COMPANY POLICY/PROCEDURES COMPLIANCE

Follow all company policies and procedures as well as local, state and federal laws concerning employment to include, but not limited to: I-9 information, EEOC, Civil Rights and ADA.

BENEFITS

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive compensation and extensive benefits package including paid time off, medical, dental, vision and 401k benefits and future growth opportunities within the company. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

To apply to this career opportunity, follow this link:
https://workforcenow.adp.com/jobs/apply/posting.html?client=calabrio&jobId=146104&lang=en_US&source=CC165514

ABOUT CALABRIO

Calabrio is a customer engagement software company that provides analytic insights to catalyze growth through customer service contact centers. The Calabrio ONE® software suite empowers everyone in an organization, from contact center agents to the CEO, with easy-to-use tools that provide a better understanding of the customer. Every customer interaction yields insights that expand customer-consciousness, which is how leading companies now drive growth and long-term corporate prosperity.

Calabrio solutions are built on an intuitive, web-based architecture that positions and accelerates the contact center as an epicenter for customer insight. A pioneer in its industry for more than two decades, Calabrio has been named "Leader" by Gartner in its Magic Quadrant for Customer Engagement Center Workforce Optimization (2015). The company is also a member of the Cisco Solution Partner Program and the Avaya DevConnect program.

Find news and information at www.calabrio.com. Follow @calabrio on Twitter.

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