

Contact Center Analytics Consultant

To apply for this position, click [here](#)!

Do you want to be part of a team that is focused on creating cutting edge business solutions for customers and prospects that showcase leading edge technology? Do you want to work in a technology lab environment? Do you see yourself as a business advisor? This could be the role for you!

WHAT PROBLEMS WILL YOU BE SOLVING?

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.

WHAT SKILLS WILL MAKE YOU SUCCESSFUL?

- 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

WHAT IS REQUIRED FOR YOU TO APPLY?

- 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

WHAT VALUES ARE IMPORTANT TO CALABRIO?

- Collaboration amongst teams
- Open communication across the company
- Ambitious
- Accountable
- Customer Success

Calabrio, Inc. is an Equal Opportunity Employer that values diversity at all levels. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, national origin, age, sexual orientation, gender identity, disability or veteran status.