



<https://intscanada.com/job/management-analyst-2/>

## Management Analyst

### Description

Ø Perform basic consulting functions including data collection, interviewing, data modeling, project testing.

Ø Perform measurements to support project objectives; conduct activities in support of project objectives; and work closely with each other and with our partners.

Ø Apply analytic techniques in the evaluation of project objectives and contribute to the implementation of strategic planning

Ø Apply analytic methodologies and principles to address client needs

Ø Analyze existing practices of clients and make recommendations for improvements

Ø Oversee and provide customer service leadership, training, and coaching, alongside the sales and marketing managers

Ø Effectively communicate, influence, and adapt to all types of customers, clients, and team members

Ø Respond to customer requests and complaints in a timely and courteous manner

Ø Develop new business and maintain current relationships to increase customer retention

Ø Shadow senior management to develop proper sales techniques, problem-solving skills, and conflict management abilities

Ø Lead and motivate the customer service and sales team to consistently provide World-Class Service

Ø Liaise with stakeholders to understand problems and opportunities and, recommend solutions to enable the achievement of organizational goals.

Ø Builds exceptional relationships with business partners and internal stakeholders.

Ø Analyzes data and creates documents and plans in service of informing, advising, or updating stakeholders

Ø Identify emerging issues and trends to inform decision-making.

Job Types: Full-time, Permanent

Salary: \$88,000.00-\$92,000.00 per year

Benefits:

### Hiring organization

INTS Consulting

### Date posted

2023-09-18

