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Job Description – INSIGHT ANALYST

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| Job title: | **Insight Analyst** | Location: | **United States** |
| Reporting to: | **Analytics Manager** | FLSA Status: | **Exempt** |
| Department: | **Analytics** | Review Date: | **Nov 2020** |

## Your part in our Success

At RI, we believe we can reinvent retail operations through advanced analytics, growing sales and profitability for our global retail and consumer goods clients. The Insight Analyst provides analysis of data from a variety of raw data sources, to deliver actionable and valuable insights for our clients. Providing day to day analytical support for our proprietary availability software, the Insight Analyst proactively identifies opportunities and insights for our clients. The Insight Analyst works closely with operational counterparts in Customer Relationship Management, Engineering and DevOps.

### YOUR Responsibilities

* Support the client and Customer Relationship Manager by being the expert on the customer’s data and the output of our products (SLA, accuracy, parameters, formatting, value)
* Address customer queries directly and, if required, work closely with the Insight Manager, Engineering or Decision Science teams to understand root cause and respond effectively
* Provide proactive insights on performance KPIs and timely communication to the client
* Leverage knowledge of data and products to derive valuable insight for the customer and continuously demonstrate value of our products (and ways to improve our value from product/service enhancement)
* Support the Insight Manager and Relationship Manager(s) in delivery of client requirements for proactive, tactical and ad-hoc analysis, and product / service development opportunities
* Ensure client issues are resolved quickly and the root cause is identified and managed
* Liaise with the software development teams for software changes
* Ensure alert accuracy meets the agreed SLA, through analysis of available data and the refinement of available parameters, including in-store visits
* Continuously improve the quality, timeliness and value of our insights
* Other duties as assigned

### Your Skills and Qualifications

* 2-3 years’ experience in an analytical role providing demonstrable value and commercial impact
* Strong analytical background with at least a bachelor’s degree required; a bachelor’s degree in Mathematics, Science or Engineering or a master’s degree is a plus
* Good working knowledge and experience in SQL, MS Excel, and MS PowerPoint required
* Experience with SSRS, SSIS, SAS, SPSS, Tableau, Alteryx, PowerBI or R a plus
* Knowledge of retail operations processes and procedures a plus
* No prior felony convictions-- Background checks and drug testing is conducted