

Data Analyst - Continuous Improvement

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Company: Imperial Brands PLC

Location: Poland

Category: computer-and-mathematical

The Role

We are currently on a hunt for Data Analyst to join the function linking together the collection, analysis and data interpretation with process optimizations related to continuous improvement enhancing the customer service experience in the department.

Supporting an inclusive, innovative global FMCG business supported by 25,000 employees, the role plays a crucial part in understanding customer needs, identifying trends, and providing insights that lead to improved customer service strategies.

Principle Accountabilities

Data Collection - Gather and compile customer service data from various sources, including customer interactions, surveys and company systems.

Data Analysis - Analyze and interpret data to identify trends, patterns, and insights related to customer behavior, satisfaction, and service quality.

Reporting - Develop and maintain regular reports, dashboards, and presentations to communicate data-driven insights to the customer service team and management.

Customer Feedback Analysis - Analyze customer feedback to identify common issues, areas for improvement, and opportunities to enhance the customer experience.

Performance Metrics - Monitor and evaluate customer service performance metrics.

Root Cause Analysis - Investigate and pinpoint the root causes of recurring customer service issues and work with the team to develop solutions.

Data Quality Assurance - Ensure the accuracy, completeness, and consistency of customer service data to maintain data integrity.

Stakeholder Communication -Collaborate with cross-functional teams to share insights and work on projects that impact the customer service department.

Skills and Experience Required

University degree in Data Science, Statistics, Business, or a related field.

Proven experience in data analysis related to customer service or similar area

Proficiency in data analysis tools such as Excel, SQL, and data visualization tools like Tableau or Power BI.

Strong analytical and problem-solving skills paired with strong attention to detail

Excellent communication skills to convey data insights effectively.

What We Offer

In return for playing your part in building our future, you will receive a comprehensive compensation package with salary, bonus scheme and many extras including a great pension scheme, generous holiday entitlement and hybrid/flexible working opportunities as well as inspiring places to work and collaborate with purpose. Here at Imperial we will give you the opportunity to grow and learn, innovate at pace and be a part of our purpose to forge a path to a healthier future for moments of relaxation and pleasure for our consumers.

Everyone Belongs

About Us

We're a truly international company, fourth largest in our industry and operating across 120 markets. An inclusive, innovative global FMCG business supported by 25,000 employees. As we embrace a new era of growth, we are transforming. Our ways of working and culture are driven by a challenger mindset, constantly questioning the status quo where people can bring their best selves to work. Our agility and collaboration are driving our ambitions, innovation and success all supported by our award-winning development programmes that creates exciting and rewarding career opportunities for all. Encouraging inclusion at local levels and supporting a developing and robust diversity agenda globally, we're fully committed to creating and maintaining an environment that celebrates and

respects difference.

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