Runway BPO, a leading European International Business Process Outsourcing company, provides European and Scandinavian businesses with full-scope nearshoring services whilst placing quality as our top priority. During the last 15 years we have become a multi-lingual and multi-tower BPO company, providing Nordic, Western European and multinational businesses with cost-effective nearshoring services, performed by 1000 motivated and friendly employees operating from 9 different offices in 5 European countries.

Runway is a multi-linguistic contact center located in Estonia, Latvia, Lithuania, Ukraine, and Spain. Our objective is to provide our clients with the best client service and support for achieving very important trade and income goals.

We are looking for a Senior Reporting Analyst.

Responsibilities:

As Runway Group is in the process of implementing a data warehouse with business analytics solution, initially likely for first year this role will focus on coordinating and driving company’s efforts internally as well as with our Clients on onboarding and automating of the current as well as desired reporting structure on MS Power BI solution.

- Introduction of Power BI products and services to company management and Client representatives. Effective and proactive communication regarding reporting needs, system/report integration and end result configuration (dashboards and special reports where needed).
- Maps all reporting needs in detail across all of the company. Acts as liaison between Runway management teams and Power BI provider to achieve desired results on Power BI. Overseeing technical implementation of reporting on Power BI, manages tasks and hours assigned to the provider. Ensures hours reported for invoicing by provider have been utilized efficiently and with-in the contract scope as well as budget for outsourced services.
- Ensures reporting consistency. Creates and maintains detailed documentation on each report designed outlining the data (and its sources) used and the formula behind each calculation.
- Building of reports and dashboards on Power BI and training of users on company level to use released reports.
- Manages user accesses and rights on reporting as per provided guidelines.
- Monitoring of reporting, identifies any technical issues with reports and takes actions for corrections where deemed necessary to ensure correctness of all data and reporting.
- Other duties related to ensuring effective implementation of the solution with-in required timelines.

Once the implementation phase has been completed, we expect the role to change – focus will turn to day-to-day needs of the company:

- Onboarding of new Clients and reporting (which involves tasks described above). Building of new reports in Power BI desktop.
- Daily monitoring and maintenance of all implemented reports on Power BI. Monitoring of inconsistency messages received from data warehouse/Power BI, identifying underlying issues and follow through with the correct personnel to resolve the inconsistency. Testing of current reports to ensure excellent quality of data presented as well as consistency.
- Analysis of data through Power BI reports, including identifying trends and reporting to necessary management staff/teams. Provides overview of analysis with data to support, provides suggestions for improvements where applicable.
- Ongoing training of Runway resources who use Power BI reports. Updating of user manuals and guidelines associated with reports.
- Managing Power BI user licenses and accesses to dashboards.
Required experience and skills:

- Extensive experience designing reports.
- Effective time management and follow through, ability to meet deadlines.
- Excellent communication skills, both in written and verbal English.
- Detail oriented and well organized, able to map complex processes both initially as well as keep track on implemented changes on daily basis.
- Able to work on their own as well as part of a team.

Recommended experience and skills:

- Experience working with a data warehouse.
- Familiar with contact centre KPIs.

Strong desire to learn and develop their technical skills related to solutions used at Runway.

We offer

- Competitive salary and individual bonuses.
- International and friendly work environment.
- Excellent opportunity to develop new skills.
- Positive colleagues and team building events.
- Possibility to see other Runway countries.

If you think this sounds interesting, please apply online with your English CV with a cover letter where you explain in what way do you meet the experience and skills we require for this role to hr.tallinn@runwaybpo.com by 18th of June. Please also include where you first saw the vacancy.

Only candidates fulfilling the requirements above will be contacted.