Title: Dialer Administrator & Analyst

Department: Sales – Call Center
Reports to: Call Center Manager

Job Description: The Dialer Administrator & Analyst (DA) is responsible for administering day-to-day operations of the ViciDial at our high-volume call center. The DA is responsible for managing the predictive dialer system that controls the flow of outbound and inbound calls. The DA will also be responsible for assisting with or providing reporting to management and collaborating with management and Floor Supervisors to determine overall campaign strategy. The DA will also be responsible for collecting and submitting requirements for calling campaigns and required telephony design related to our outbound calling campaigns and strategy.

Essential Duties & Responsibilities:

- In collaboration with the call center manager and supervisors, perform the mechanics required to maximize production within the dialing platforms such as changing the campaign dialing levels based on agent and call activity.
- Monitor campaign service levels, abandon rates, connects per hour, and list performance.
- Proficiency with necessary technology (computers, software applications, phone systems, etc.)
- Troubleshoot with Call Center Agents and Supervisors experiencing problems or inefficiencies
- Ensure all work is performed in compliance with Company Policies as well as local, state, and federal laws and regulations
- Maintain strict FCC mandated service levels for outbound dials and FCC/FTC mandated laws and regulations surrounding outbound telephony including, but not limited to, strict compliance with the Telephone Consumer Protection Act (TCPA).
- Obtain approval and purchase campaign lead lists to load into the dialer.
- Responsible for all lead scrubbing against the Federal, State, Litigators List, and all other external and internal required lists via the Nexxa Portal
- Assist with establishing and managing our automatic number identification (ANI) – Caller ID.
- Assist Training & Development Specialist with training for new dialer users.
- Install Software (Zoiper and/or SIP) when needed
- Serve as a subject matter expert when working with other departments who leverage the dialer
- Upload & download files into and from the calling platform, run reports, and provide call center Floor Supervisors/Managers with insight into performance and improvement opportunities
- Sales Call uploads and pulling any call request for QA or Compliance - if applicable
- Escalate any network related issues to the BI/IT Network Manager
- Analysis of dialer-output data to identify potential problems/issues
- Provide telephone and email support to all employee's
- Assisting with on-boarding/off-boarding process of employee's
- Assist with troubleshooting and maintaining inventory of IT equipment
- Perform complex repairs to software or peripheral equipment configurations, based on documented specifications

- Perform other duties as assigned

Required Skills/Experience:

- Knowledge and experience in using a dialer system like ViciDial
- Knowledge of auto-dialer operations and concepts
- Basic statistics knowledge and ability to comprehend and analyze dialer-output data
- Understand database-design principles, data structures, and optimizations
- Must know SQL language with high level experience with analyzing data and interpreting data on a large scale
- Knowledge and experience of how to extract, clean and manipulate data from SQL Database.
- Experience with analyzing prebuilt reports for enhancements and ability developing new reports.
- Critical thinking skills and the ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- Able to effectively communicate key insights and report results to management.
- Intermediate to advanced proficiency level with Microsoft Excel. Knowledgeable with pivot tables and reporting, VLOOKUP, and advanced conditional formatting.
- Strong time management skills and the capability to execute multiple tasks and priorities in a dynamic environment
- Ability to take ownership of job responsibilities and ensure successful completion of all projects and requests.
- Desire to work in a highly collaborative fast-paced environment with excellent presentation and follow up skills.
- Experience with troubleshooting of hardware, software, and small networks
- Experience with troubleshooting web browsers, internet/wi-fi connectivity and desktop applications
- Knowledge and experience of troubleshooting VoIP phone systems
- Experience in ticketing and remote access systems (ConnectWise, etc.)
- Understand when to escalate issues
- Excellent interpersonal and teamwork skills
- Excellent oral and written communication skills