

ANALYST / ADMINISTRATOR

OMNI OLM DOOEL is recruiting full-time, remote, and motivated Analyst / Administrator to work from home for the Call Center of our client (a well-known American and Canadian brand). You will be a great fit for the team if you have the right skills and motivation to be successful.

Work hours: USA working time (EST) – 15:30 to 23:30 in local Macedonian time.

KEY RESPONSIBILITIES:

- Assist in making real-time decisions by monitoring various data streams and noticing patterns.
- Produce insightful reports from large datasets.
- Help streamline the Call Centre operations and improve overall efficiency.
- Utilize various data analytics tools.
- Strategize creative means and practices to analyze data.
- Understand job requirements and expectations.

QUALIFICATIONS:

- Some experience in data analysis, internships, or relevant coursework is preferred.
- Proficiency in Excel, including familiarity with advanced functions.
- Familiarity with CRM systems.
- Exceptional attention to detail with the ability to clean and manage datasets.
- Ability to support real-time decision-making based on data analysis.
- Excellent verbal and written English communication skills.
- Ability to work with various departments and foster teamwork.
- Ability to work independently with minimal supervision.
- Internet speed of a min. 30 Mb upload/download, preferably fiber optics (test at www.speedtest.net).
- Owning a PC or a laptop with the following **Minimum Technical Requirements**:
 - Windows 10 Home or Pro
 - Processor: i5 or higher, AMD R5 or higher
 - 8 GB RAM or 16 GB RAM
 - CPU score: minimum 6000 (check here: https://www.cpubenchmark.net/cpu_list.php)

PREFERRED SKILLS & ASSETS:

- Bachelor's degree in a related field (e.g., Mathematics, Economics, Computer Science, Information Management) or equivalent practical experience.
- Basic knowledge of VBA coding and/or other programming languages such as Python and SQL.
- Willingness to learn and work with dual monitor setups for improved productivity.
- Insurance industry experience is an asset.

RECRUITMENT PROCESS:

1. Email your most up-to-date CV in English to: andrijana@omniolm.com **before 15.11.2024**.
2. Send a voice introduction in English (maximum 2 minutes long) via WhatsApp voice message (the phone number will be emailed to you after we receive your CV).
3. Wait for an invitation to an interview or/and a job offer in your inbox (Check Spam regularly).

WHAT WE OFFER:

- ✓ Monthly gross salary = 650 EUR as a freelancer*
- ✓ Paid training period and paid time off work
- ✓ Full-time role – 40 working hours from Monday to Friday (no work on weekends)
- ✓ Work from anywhere as long as you have access to a PC/laptop and a stable, fast Internet
- ✓ Possibility for learning, professional growth, and building an international career.

****Please note that this is a gross salary. We kindly ask you to apply only if you are happy to work remotely as an independent contractor.***

We are an equal employer and welcome everyone matching the experience and skills to apply.

***NOTE:** Only the most suitable candidates will be contacted.