Insight & Planning Manager

Richemont
Grand Prairie, TX, US
Permanent

Richemont owns some of the world's leading luxury goods Maisons, with particular strengths in jewellery, fine watches and premium accessories. Each Maison represents a proud tradition of style, quality and craftsmanship and Richemont seeks to preserve the heritage and identity of each of its Maisons. At the same time, we are committed to innovation and designing new products which are in keeping with our Maisons' values, through a process of continuous creativity.

PRIMARY DUTIES & KEY RESPONSIBILITIES

Primary Duties:
- To deliver actionable insights based on data analysis.
- Provide effective workforce & resource planning to ensure we have the right talent on the right work at the right time.
- Be an active and collaborative member of the Client Relations Center leadership team.
- Continuously improve the Insights & Planning function, including leading any new members of the team.
- Actionable insights from complex data sets and reliable reporting.
- Provide meaningful reporting and analysis to stakeholders including impactful insights to improve business performance.
- Analyze, link and interpret data from multiple sources (including sales, customer experience and contact center systems)
- Create and communicate concise and actionable insights to stakeholders.
- Prepare and distribute effective management information reports on time (e.g. daily / weekly / monthly reporting)
- Collaborate with partners on reporting enhancements to provide transparency and accuracy on volume/revenue/costs, client acquisition & retention, and other key business results.
- Smart schedules and workforce optimization.
- Prepare accurate forecasts for controllable and non-controllable workloads at both macro (annual budget) and micro (intraday schedule) level.
- Optimize workforce by ensuring appropriate resources applied to business activities.
- Create, maintain and improve scheduling system, which balances achieving business results with employee experience outcomes.

Continuous improvement
- Consistently improve methods and practices (including report automation) to create time for value-add analysis.
- Build strong relationships with and implement reoccurring touch bases to understand the reporting needs of individuals, teams and stakeholders.

- Lead stakeholder reviews of management information to ensure that it evolves along with our business needs.
- Build and present business cases for investment in technology where value can be added.
- Actively seek out and act on feedback to improve performance.

Leadership & Ambassadorship
- If function grows, lead any new members of the Insights & Planning team, providing end-to-end leadership.
- Drive data analysis capability among partners by coaching and training users of data to self-serve where appropriate.
- Collaborate and liaise with other stakeholders to help achieve shared and individual goals.

Education:
- Bachelor's Degree in applied mathematics, data science, econometrics, or similar.
- Lean or Six Sigma qualifications viewed favorably.

Required Experience:
- >5 years data analysis experience in high-touch retail, contact center, or similar environment.
- >3 years of experience forecasting workforce needs at annual, monthly and daily levels.
- Experience presenting to & influencing stakeholders from frontline to executives.
- Previous experience with Business Intelligence software (ideally SAP BI).
- Experience with remote or virtual teams and seasonal businesses viewed favorably.

Technical Skills / Abilities:
- Strong mathematical and statistical skills required, including advanced knowledge of the 7 Basic Quality Tools, probability, survival analysis, regression testing, hypothesis testing and descriptive statistics.
- Strong business acumen, with ability to identify and communicate value drivers. Data visualization and presentation – can extract business insights from large data sets.
- Advanced MS Office skills, including Excel & Access automation (at least macros & VBA)
- Languages other than English viewed favorably.

Personal Skills:
- Analytical & curious.
- Excellent attention to detail.
- Excellent communication skills (written & verbal) & developed EQ.
- Resilient & displays growth mindset
- Collaborative & consultative approach
- Respects confidences & displays discretion.
- Ability to influence senior stakeholders
- Empathic servant leader