



Customer Experience Operations Analyst

Do you want to join a team that values Service, Collaboration and Excellence?

Do you want to work with an organization that is committed to serving its customers and community by providing clean, reliable, and affordable energy to Long Island and the Rockaways?

Is being part of a value-driven organization important to you?

If yes, please check us out!

We are a team of motivated, engaged and exceptionally talented self-starters, willing to roll up our sleeves and do what is necessary to get the job done. If you are interested in joining this dynamic team and have a passion to learn, develop and want your experience to make an immediate impact, please apply.

What We Offer

We offer an environment of continuous development and growth. LIPA offers a thriving company culture, exceptional colleagues, and great benefits. Our benefit package includes:

- ❖ Hybrid work and flexible hours
- ❖ Medical insurance
- ❖ Dental and vision insurance at no cost to employee
- ❖ Paid holidays and generous leave time
- ❖ Professional development opportunities
- ❖ Educational assistance opportunities
- ❖ Multiple retirement plan options with company contribution
- ❖ Short-term and long-term disability coverage
- ❖ Flexible spending account
- ❖ Life Insurance
- ❖ 529 College Savings Program
- ❖ \$300 Wellness Reimbursement

What We Need

- Bachelor's degree in business administration, information systems, or related field.
- 2 years minimum experience in data analysis, customer operations analysis, customer process improvement, or related analytical field
- Skilled in conducting quality control reviews and the creation of supporting documentation
- Proven ability to extract, merge and analyze complex data, identify root causes, and draw logical conclusions and recommendations for improvement
- Ability to translate complex findings into easily understood narrative, including graphical, verbal, or written forms
- Ability to establish and build on internal and external relationships and work collaboratively in cross- functional team setting

LIPA's Corporate Values

Service: Our work is service. Everything we do is for the benefit of our customers.

Collaboration: Operate as one LIPA team. Everyone is included.

Excellence: One plan, with relentless implementation. Clear performance goals.

- Exhibits high ethical standards and commitment to tasks
- Proficiency in using standard office equipment and programs such as Microsoft Word, Excel, and Power Point
- Organized with ability to prioritize projects and tasks and meet deadlines
- Attention to detail
- Communicate effectively verbally and in writing as appropriate for the needs of the audience
- Strong analytical ability demonstrating excellent judgment and critical thinking, using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems

What You'll Do At LIPA

The Customer Experience Operations Analyst is responsible for supporting the oversight of the Service Provider's processes, customer experience, and operational and financial performance across all customer business units. The role of the Operations Analyst is to drive more efficient and effective operations and satisfy customer experiences through a review of various business components. To be able to do so, one must demonstrate the ability to understand existing processes, analyze data and information, identify gaps, and pain points, and distill findings into opportunities for improvement. This position is also responsible for validating scorecard-reported data to source documents and preparing written summaries of findings.

Other Essential Job Functions include:

Data Analysis

- Performing monthly independent verification and validation of the Service Provider's operational performance and reporting by synthesizing information from disparate sources and ensuring compliance with defined measurements and procedures.
 - Reviewing validation of information from source system including data sampling.
 - Preparing documentation supporting the review performed and associated conclusions.
- Assisting in the development of deep data analysis and reporting of operational and customer data to identify trends. Collaborating with the technical team to develop data visualizations and dashboards to communicate key insights.
- Reviewing Service Provider's annual budget request and monthly budget-to-actual variance analysis. Supporting LIPA's Customer Experience leadership in verifying budget ask is well-supported and accurate.
- For special projects of LIPA or the Service Provider, conducting risk, resource, cost-benefit, variance, impact, and/or other analyses on the proposed or in-process projects to ensure effective use of resources, appropriate business priority, and realized value to customers.

Customer Process Improvement

- Performing an ongoing evaluation of Service Provider's overall performance across metrics, projects, operations, technologies, and customer feedback. Identifying gaps and providing recommendations to improve overall efficiency, effectiveness, and customer experience.
- As part of LIPA's oversight of the Service Provider's project implementations, reviewing key customer and operational documentation including, marketing and communication plans, change management plans, training documentation, and business policy, process and procedure updates. Ensuring documentation deliverables are clear, comprehensive, and substantive.

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- For customer-facing technology enhancements or process improvements, ensuring Service Provider's proposed requirements and design reflects an exceptional and optimized customer experience that is easy and satisfying. Providing feedback where appropriate.
- Conducting research and analysis to determine best practices, forecasts, and benchmarking for customer operations and customer experience within the utility space and across industries.
- Analyzing LIPA's Customer Experience oversight procedures, identifying gaps and recommending improvements.

Administration

- Coordinating certain operational support activities on behalf of LIPA Customer Experience function such as maintaining follow-up actions and decisions, tracking, and reporting of task progress, budget management, and procurement.

Salary Range: \$60,000 – \$73,000

LIPA is an equal-opportunity employer.

Applying: Interested parties should submit their cover letter and resume to Barbara Ann Dillon, Director of Human Resources and Administration, at 2023CustomerExpOpsAnalyst@lipower.org

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