

JOB DESCRIPTION

JOB TITLE: Data Analytics
DEPARTMENT: Technology
PEOPLE LEADER: Director of Technology

EXEMPTION STATUS: Exempt
EEO-1 STATUS:

JOB SUMMARY: The Data Analyst ensures business stakeholders have access to timely, accurate, and actionable data to support their business functions. This role is expected to work with all departments throughout EASE to understand processes and identify streamlined opportunities to provide recommendations on process improvements with a keen customer impact focus.

ESSENTIAL DUTIES:

- Work with a high degree of curiosity to develop robust and actionable dashboards through data-driven insights with a sharpened focus on data storytelling.
- Continue to drive efficiencies within existing business practices by leveraging technical knowledge of the various tools and processes.
- Develop customer-focused dynamic, scalable, and effective dashboards including related KPIs/ metrics for visual analysis.
- Maintains data engineering specifications to ensure they are logical and accurate and meet internal objectives in online data visualization environments and platforms like Excel and PowerBI.
- Leads and participates in special projects and initiatives as needed.
- Innovates and implements large-scale quality improvements to processes and/or systems by conducting data analyses and making recommendations, troubleshooting technical issues, and refining processes around internal customer support.
- Analyzes existing dashboards and reports using performance tuning.
- Works with colleagues to identify opportunities for process improvements and assist in the implementation.
- Provides input based on business/data expertise for complex Data Science and Big Data Mining projects.
- Collaborates with team members and communicates relevant information to leadership.
- Upholds the security and confidentiality of documents and data within the area of responsibility.
- Other duties as assigned.

PROFESSIONAL

- Ability to adapt and work in a fast-paced environment.
- Build and foster an environment of teamwork, integrity, and leadership.
- Communicate, written and verbal, in a manner that is respectful, professional, and polite.
- Demonstrate efficient time management skills by being punctual and reliable.

WORK ENVIRONMENT

- The physical environment requires the employee to work in an open office setting with regulated temperatures, where many people are on the phone for long periods.

PHYSICAL DEMANDS

- Sitting or standing at a desk, typing, looking at multiple computer screens, and responding to inbound/outbound phone calls, emails, and instant messages throughout the day.
- Occasionally may need to bend, stand, or lift up to 10 lbs.

POSITION TYPE AND EXPECTED HOURS OF WORK

- This position is full-time. Employees typically work Monday-Friday, typical working hours (with an hour lunch), 40+ hours per week, as business demands.
- This role is expected to work outside of typical business hours as business needs dictate.

TRAVEL

- This position would require minimal to no travel. Employees may travel to work-related conferences, training, events, etc.

QUALIFICATIONS**Education**

- High School Diploma or GED is required.
- Associate degree in data science, statistics, computer science, or a related field preferred.
- Bachelor's degree in data science, statistics, computer science, or a related field preferred.
- Certifications in data analysis, such as Certified Analytics Professional (CAP), Google Data Analytics Professional Certificate, or Microsoft Certified: Data Analyst Associate are preferred.
- Additional related training and certifications will be weighted on a case-by-case basis.

Experience

- A minimum of 1 year of related experience a bachelor's degree
- A minimum of 3 years of related experience with an associate degree
- In lieu of a degree, a minimum of 5 years of related experience is required.
- Experience in data mining, analysis, and reporting.
- Familiarity with data visualization and business intelligence tools like Tableau or Power BI.
- Experience with SQL databases and database querying languages.
- Experience in a data analyst role, particularly in the transportation or logistics industry.
- Proven experience with advanced statistical methods and big data analytics.
- Experience in data modeling and forecasting.

Knowledge, Skills, and Abilities

- Internally driven individual who consistently seeks out information, innovations, tools, and processes with personal and professional applications.
- Energetic, relentless, and thrives on hunting for improvement opportunities.
- Excellent communicator through phone and electronic communications.
- Professional demeanor and presence when meeting with prospects/customers.
- Constructive problem solver.
- Ability to remain calm under stressful situations.
- Ability to adapt quickly to different situations and multitask.
- Proven ability to learn in fast paced environment with a high degree of autonomy.
- Proven self-motivated individual with a high degree of curiosity.

- Strong analytical skills with the ability to collect, organize, and analyze significant amounts of data with precision and accuracy.
- Proficient in Microsoft Office Suite.
- Demonstrated leadership skills, with the ability to effectively communicate and collaborate with cross-functional teams.
- Attention to detail, with a focus on accuracy and compliance in a fast-paced, dynamic environment.
- Proficiency in statistical software (e.g., R, Python, SAS).
- Strong skills in Excel and other Microsoft Office applications.
- Knowledge of data collection, cleaning, and preprocessing techniques.
- Strong analytical skills with the ability to collect, organize, analyze, and disseminate significant amounts of information with attention to detail and accuracy.
- Advanced knowledge of machine learning techniques and artificial intelligence.
- Ability to interpret complex data and turn it into actionable insights.
- Strong communication skills to effectively convey data insights to non-technical stakeholders.
- Skills in advanced data management tools like Hadoop, Spark, or others.

DISCLAIMER: EASE is a rapidly growing and changing company, responsibilities of this position will continue to adjust as needed to meet business demands. This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee and may change, or new ones may be assigned at any time. Employees will be notified of any additions or changes to responsibilities, duties, or expectations by their direct manager or anyone in a position of authority within EASE Logistics.

EQUAL OPPORTUNITY: EASE Logistics Services LLC is an equal opportunity employer. Each applicant and employee will be given full consideration for employment and advancement without regard to race, religion, color, sex, national origin, veteran status, age, or disability.

EMPLOYMENT AT WILL: EASE Logistics is an "at-will" employer. "At-will" means that employee or EASE Logistics can end the employment relationship at any time, for any reason, and without cause or notice. Employee and EASE Logistics have not entered any length of employment contract.

ACKNOWLEDGEMENT: I have read this job description and fully understand the requirements set forth therein. I understand that this is to be used as a guide and that I will be responsible for performing other duties as assigned. I further understand that this job description does not constitute an employment contract with EASE Logistics.

Employee Signature

Date

Printed Name