Consumers Energy
Count on Us

Job Title: Senior Data Analyst

Location: Jackson/One Energy Plaza
Functional Area: Customer Service   **Requisition #:** 50912868
Employment Level: Professional (Non-Supervisor)   **Apply By:** 02/24/2016

Department Summary

The Customer Operations Strategy & Data Analytics group is a part of the larger Customer Operations Organization which also includes Revenue Operations, Customer Billing and the Customer Contact Centers. Our group is responsible for leveraging data to help make strategic recommendations to assist the larger Customer Operations team in determining key strategic initiatives in our effort to provide an exceptional customer experience.

Job Description/Responsibilities

The Data Analyst will play a key support role for varying organizations, both within Customer Operations and possibly further out within the CERRQ team. The level of support will vary from executing routine reports (and outputting any findings/conclusions), generating ADHOC data sets for unique requests, and may advance into development of new and forward looking metrics.

This Data Analyst will be expected to be strategically inclined in order to properly look for opportunities to help Customer Operations excel in its different organizations. This may include assembling project plans and teamwork assignments, directing and monitoring work efforts on a daily basis, identifying resource needs, and escalating associated risks, issues and change requests appropriately. The successful candidate for this position will have primary responsibility for delivering analytic expertise to the organization. This will require a blending of regulatory knowledge, strong business acumen, quantitative modeling and abilities to optimize the planning and performance of the team.

Requirements/Qualifications

•Minimum: Bachelor's degree in Business, Finance, Accounting IT, Engineering or related & the knowledge/capabilities typically acquired through 5-plus years of job-relevant experience, inclusive of strategic business functions exhibiting a progressive work history.
•Proven analytical and problem-solving abilities. Strategic and creative while demonstrating strong analytical and facilitation skills.
• Excellent written, verbal and presentation skills with proven abilities to cohesively defend or justify recommendations.
• Proficient in Excel, PowerPoint, Microsoft Access, Visual Basic for Applications, SQL, SAP Business Intelligence, SAP Business Objects, SAP Dashboards
•Ability to work in a matrix team environment and to positively influence and collaborate
•Demonstrated ability to successfully influence and negotiate to ensure positive outcomes in the delivery of services, including the ability to communicate effectively to both internally and externally facing organizations
•Strong attention to detail
•Ability to operate with significant autonomy and latitude to meet business objectives
•Exceptional interpersonal and communication skills with the ability to communicate with all levels of associates in the organization
•Proven ability to work effectively in a team setting as well as independently with minimal error and guidance
•Excellent planning and organizational skills with an ability to understand the long-term ("big picture")

The following skills and experience will set you apart from others:
•Masters or other advanced degree, ideally in an IT or Business area
•Business Analytics and Optimization

•Lean/Six Sigma certification
•Energy industry background that includes a working knowledge of effectively mapping technology-to -business challenges
The position will be filled at the level commensurate with the successful candidate's education and experience.

Essential Functions:
Business Support Advisors and Consultants support the planning, business analysis, general management, budget preparations and analysis, negotiations, transactions, customer services and auditing of a wide variety of business functions and processes of specific operating and support areas throughout the Company. Duties and who this individual reports to will fluctuate between projects, departments and offices. Lead and/or assist with business analysis and support for the plans, reports, impacts, contracts, schedules, estimates, data collection, observations, and field investigations. Provide business analysis and support services with accuracy, on time and under budget. Use computer assisted applications software and equipment to prepare business analysis support documents. Understand and follow Company established standard procedures for file structure and standard procedures for projects. Become familiar with business and department and Company plans and related material for each project and be able to utilize the information appropriately. Assists in client contact and communication. Utilize effective communication skills to answer inquiries from coworkers, clients, or the public. Public involvement may include producing reports, graphics, presentations, and other visual material as well as occasional speaking or meeting with stakeholders. Attend internal and external meetings. Provide business analysis and support services in a legal and ethical manner.

Company Overview
We are Consumers Energy, Michigan's energy provider and the career destination for driven professionals serious about service. This sense of service makes us unique, and Consumers Energy employees know it. We all perform an essential role, and we all benefit from a satisfaction rarely found in a job. Join our 7,500 diverse employees in diverse careers that extend from Traverse City to Adrian.