

## **DIALER ADMINISTRATOR**

### **Job Description:**

ETAN Industries is seeking a Dialer Administrator that is responsible for administering day-to-day operations of the Aspect dialer at our high-volume contact center. The Dialer Administrator is responsible for managing the predictive dialer system that controls the flow of Outbound Calls to customers. The DA will also be responsible for providing reporting to the clients and collaborating with line of business management to determine overall strategy. The DA will design calling campaigns for each market.

### **Required Skills:**

- Perform daily uploads, downloads and importing
- Complete other duties as assigned by the markets
- Ensure and document for outbound dialer activity
- Analysis of dialer-output data to identify potential problems/issues
- Running payment report regularly
- Hours may include evenings and weekends
- Create and update dialing campaigns, filter, list strategies and reports.
- Monitor and adjust performance of dialer systems

### **Required Experience:**

- At least one year of experience in a call-center environment
- Knowledge and experience in using a dialer system
- Intermediate to advanced proficiency level with Microsoft Excel
- Basic statistics knowledge and ability to comprehend and analyze dialer-output data
- Knowledge of auto-dialer operation/concepts
- Understanding of database-design principles, data structures and optimizations
- Critical thinking skills and the ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems
- Strong time management and the capability to execute multiple tasks and priorities in a dynamic environment.
- Excellent oral and written communication skills

### **Job Location**

Dallas, Texas

### **Position Type**

Full-Time/Regular

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