**Ronald McDonald House of Dallas**

**Job Description**

**TITLE:**Family ServicesQuality& ReportsAnalyst – Part time

**REPORTS TO**: Senior Family Services Manager

**CLASSIFICATION:**Non-Exempt

**WORK HOURS**: 1 position: 20 hours per week (Monday – Friday)

**SUMMARY**: The Customer Service Quality & Reports Analyst is responsible for ensuring the highest standards of service quality and customer satisfaction within the organization. This role involves monitoring customer service interactions, analyzing performance data, and implementing quality assurance processes to enhance the overall customer experience. In addition, assisting with daily, weekly and monthly Family Services Reporting.

Key Responsibilities:

1.Quality Assurance

* Assist with establishing a Family Services QA program.
* Assist with observations and review customer service interactions across multiple channels (phone, email, text) to ensure compliance with company standards and best practices.
* Develop and maintain quality assurance criteria and evaluation metrics for customer service performance.

2. Performance Analysis:

* Analyze data from customer service interactions to identify trends, areas for improvement, and customer feedback.
* Prepare detailed reports on service quality performance metrics, highlighting strengths, weaknesses, and actionable insights.

3.Training & Development:

* Collaborate with the Family Services Manager to develop and deliver training programs for customer Family Services team focused on quality standards and best practices.

4. Policy & Procedure Enhancement:

* Work with Family Services Manager to develop and/or update customer service policies, procedures, and guidelines to improve service delivery.
* Assist with tracking of the Family Services team’s training on updated processes and quality standards.

5. Reports:

* Assist in the preparation of the Family Services end of the month reports, and weekly processing of Medicaid.
* Assist in monthly Family survey reviews.

6. Cross-Department Collaboration:

* Work closely with customer service management and other departments to identify and address systemic issues affecting service quality.
* Participate in cross-functional meetings to discuss quality improvement initiatives and share insights.

**PHYSICAL DEMANDS:**

* The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
* While performing the duties of this job the employee is regularly required to walk, sit, and stand; use hands to finger manipulation, handle, feel, reach with arms and hands, and talk and hear.
* The employee may be required to lift up to 25 pounds.
* The vision requirements include close, distance, peripheral, and depth perception.

**Qualifications:**

* **Education:**
  + Associate or bachelor’s degree in business administration or a related field preferred.
* **Experience:**
  + Previous experience in an administrative or operations role preferred.
  + Experience in managing multiple tasks and projects simultaneously.
* **Skills:**
  + Excellent organizational and multitasking abilities.
  + Strong communication skills, both written and verbal.
  + Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint).
  + Ability to work independently and as part of a team.
  + Bilingual – Spanish (not required but a plus)

August 2024