

**Automotive Services Data & Reporting Analyst**

This screen displays all of the requisition's details.

**Job Type:** Full-Time

**Base Compensation:** $43,384 - $54,617/year

**Schedule Required:** Monday – Friday, exact hours to be determined, between 7:15am to

5:00pm. This is an exempt position and associate expected to work extended hours when needed.

**Special Information:** Statistical Analytical Software (SAS) and SharePoint Experience strongly preferred.

**PURPOSE**

The Roadside Assistance Payments & Analysis Department’s main responsibilities are to ensure timely and accurate payment to contractors for service provided on behalf of AAA Mid-Atlantic and to prepare daily, weekly, monthly standardized reports to summarize Roadside Assistance cost, service trends and performance which support senior management, the internal and external operations of Roadside Assistance as well as other areas within the Club.

These positions support the needs of the Roadside Assistance staff and the above mentioned Departments and areas within the Club through the analysis and reporting of the Roadside Assistance business and the D2000 system.

This position is considered Essential Personnel which means that associates are on call as needed regarding reporting to work during inclement weather and other types of emergencies.

**ESSENTIAL FUNCTIONS**

 Data & Reporting Analyst Level 1:

* Analyze and report the Roadside Assistance business including Roadside Assistance cost, service trends and key operating statistics. (15%)
* Design and deliver accurate and timely daily, weekly, monthly and ad-hoc Roadside Assistance reports. (15%)
* Works closely with Roadside Assistance management by providing various forecast models for budget projection and trend analysis related to contractor cost and Fleet costs and productivity. (15%)
* Prepares geographic gap analysis and determines optimal truck requirements to assist contractor network and fleet operations with scheduling providing specific feedback on how effectively resources are being utilized and where we have coverage needs. (15%)
* Work with Accounts Payable and Human Resources to ensure accurate and timely processing of performance incentives including Contract Network quality incentives, Fleet productivity and quality incentives, and the contractor fuel subsidy calculations. (10%)
* Acts as the administrator for D2000 by maintaining contractor station numbers, tax and payment information as well as preparing rate addendums. (10%)
* Investigate and analyze payment processing issues in D2000 and works with Roadside Assistance Technology and AAA National IT to resolve those issues in a timely manner. (5%)
* Assists the Roadside Assistance Administration team in the implementation and testing of all new D2000 releases and upgrades. (5%)
* Supports Public and Government Affairs business line by providing data upon request related to service trends. (3%)
* Ensures that data integrity remains intact for reporting and payment applications. (5%)
* Performs other duties as assigned. (2%)

Senior Data & Reporting Analyst:

* Performs all of the duties associated with the data analyst role however, with more independence requiring less supervision/direction than a level one data analyst (40%).
* Oversees workload distribution of primary data analyst functions including scheduled and ad hoc report requests and makes decisions to ensure compliance to all requirements within the requests including accuracy of data provided and timeliness of reports delivered. (25%)
* Trains new and peer coaches existing analysts on P&A procedures and provides feedback on written summaries according to established expectations. (15%)
* Organizes and analyzes data and provides insight and written consultation to management teams on RA performance and industry trends (10%)
* Responsible for the overall presentation of data for internal and external clients, including intranet reporting, email contact, and Webex webinars (5%)
* Primary Liaison with National office and external vendors regarding D2000 statistical performance and survey protocol (5%)

**JOB REQUIREMENTS**

Data & Reporting Analyst Level 1:

* Ability to work independently on assignments and projects and performs a diverse array of responsibilities and duties normally required by the completion of a Bachelor’s degree in Information Technology or a related field and a minimum of three years of experience in database analysis, data management or software/systems analysis or the equivalent combination of education and experience.
* 2-3 years report writing and operational experience with Crystal Reports, Access, Excel or comparable database querying software programs.
* 1-2 years of software/system functionality analysis to determine if Roadside Assistance Systems are processing data properly.
* Three years experience in query, report writing, and/or data analysis.
* Familiarity with Roadside Assistance call processing, business rules and systems
* Familiarity with Roadside Assistance administration, internal and external operations
* Demonstrates and understanding of business objectives both internally and externally which impact AAA Mid-Atlantic’s ability to achieve its objectives.
* Strong oral and written communication skills and the ability to effectively interact with all levels in a business environment.
* Ability to effectively format and structure reports for easy interpretation by clients, as well as communicating analytical findings to non-technical Associates from all levels.
* Ability to work with minimal supervision, effectively set priorities and meet deadlines. Can handle multiple projects while maintaining high quality, accurate work.
* Proven analytical and problem solving skills
* Demonstrates shared values in interfacing with those internal and external sources who directly and indirectly serve members.
* Ability to utilize advanced Microsoft Access and Excel via ODBC drivers to prepare reports.
* Obtain Webmaster certification to meet requirement of posting reports to aaa.net.
* Ability to function independently, manage multiple priorities and meet multiple deadlines.  
   Effective organizational, interpersonal and communication skills (oral and written) to enable accurate completion of assignments and constructive interaction with others.
* Ability to work overtime as necessitated by weather/business conditions, and to work holidays as appropriate.
* Able to read and interpret maps
* Possesses strong background in Emergency Road Service
* Possesses strong knowledge of AAA Mid-Atlantic systems such D2000, MSA (Accounts Payable), MPS, and ABC General Ledger Package, CTS/CRM.
* Familiarity with relational databases such as Oracle and Microsoft SQL

Senior Data & Reporting Analyst:

* This level should have all of the requirements of the Data Analyst however works under minimal supervision of the respective head and is able to work independently on assignments and projects, which are consistent with defined policy and procedure. Independent judgment and decision making is required to identify, select, and apply the most appropriate of available guidelines and procedures, interpret precedent and adopt standard methods of practice to meet variations in fact and/or conditions. In addition to the following:
  + 5 years experience in advanced expression building and/or data analysis.
  + Extensive knowledge of Roadside Assistance call processing, business rules and systems
  + Proven ability to understand AS business objectives both internally and externally and how identify trends impacting AAA Mid-Atlantic’s ability to achieve its objectives.
  + Strong administrative and organizational skills as well as proven analytical and problem solving abilities.
  + Authoring capability of website management (intranet) preferred
  + Proven ability to provide constructive feedback and coaching to peers
  + Ability to take complex concepts and ideas and explain in a manner that is understood by all, in particular by new team members.

AAA Mid-Atlantic provides a comprehensive benefit package including over 3 weeks of Paid Time Off during the first year, 401(k) plan with a company match, Medical, Dental, Prescription and Vision Coverage, Tuition Reimbursement, Life Insurance, and Flexible Spending Accounts to highlight a few of the offerings.

***For immediate consideration, apply online at:***

***AAAmidatlantic.jobs***

EOE M/F/D/V & Drug-Free Employer.