



JOB DESCRIPTION – CLIENT DATA SERVICES - Data & Reporting Analyst

Position Title:	Data & Reporting Analyst
Senior Leadership Team Leaders:	Director, Business Intelligence & Data Visualization President
Team Leader:	Manager, Client Data Services
Team Membership:	Client Data Services
Location:	World Travel, Inc. Corporate Office in Douglasville, PA or Exton, PA or Virtual (Telecommuting)
Job Status:	Non-Exempt
Supervisory Responsibilities:	None
Objective of the Position:	The primary objective of this position is to work with World Travel, Inc.'s clients (external and internal) to ensure maximum efficiencies across all client facing reporting channels. The role requires solid customer management and problem resolution skills.
Job Summary:	<p>This person is a member of the Client Data Services Team. The Team is led by the Director, Business Intelligence & Data Visualization. The Client Data Services Team is responsible for ensuring that World Travel, Inc.'s external clients' expectations with respect to data management and business intelligence reporting are met, and that the internal client is equipped to deliver on the client requirements and has access to the appropriate information to perform their job functions.</p> <p>This position requires someone who excels at math, has a logical and analytical mind, and who pays close attention to detail. Individuals committed to lifelong learning are a good fit for this position.</p>
Essential Functions:	<ul style="list-style-type: none"> •Support the internal teams with data and reporting needs. • Create reports for internal and external client needs. •Act as liaison for external client reporting needs. •Consult and assist external clients with custom reporting needs in conjunction with the Account Management Team •Support Account Management Quarterly Business Reviews (QBR) and custom reviews as needed •Manage first level support in World Travel, Inc.'s service desk or other workflow management tool for data and reporting. •Work with Implementation Team to ensure new client reporting requirements are met •Ensure clean data and work to resolve any errors •Assist with reporting platforms as needed.



	<ul style="list-style-type: none"> •Interact effortlessly with a variety of management reporting tools, including but not limited to Microsoft Excel, proprietary and third-party solutions •Establish solid, positive, productive relationships with external and internal clients •Must be able to sit for long periods of time at a desk
Time Spent Performing Essential Functions (Generally):	<p>Reporting Analyst Duties = 90%</p> <p>Other Consulting Services tasks = 10%</p>
Competency and Position Requirements	<ul style="list-style-type: none"> •Must have a superior knowledge of MS Office products (Word, Excel, Access, PowerPoint) • Must be proficient in MicroStrategy •Proficient with SQL Server •Knowledge of Relational Database Concept •Experience with management and business intelligence reporting •Superior verbal and written communication skills are a must •Proven ability to take initiative, adapt quickly to changing priorities, and work with a high sense of urgency •Strong business acumen •Excellent written and verbal communication skills, particularly with a customer service focus •Must be comfortable interacting with multiple disciplines and varied levels of management within and outside the organization •Proactive and consultative with ability to plan and follow through consistently; must meet deadlines •Independent worker who is a self-starter and who is willing to learn; ability to organize and complete work with minimal supervision •Strict attention to detail •Ability to work in a fast-paced, stressful environment •Commitment to lifelong learning
Education and Experience Requirements	<ul style="list-style-type: none"> •A bachelor’s degree in business, math, or related discipline
Quality and Quantity Standards:	<p>In addition to their ability to perform the functions, tasks, and duties described herein, this person’s successful performance review is also dependent upon:</p> <ul style="list-style-type: none"> •Ever-increasing knowledge about data and related analyses. •Ever-increasing knowledge about corporate travel, including, but not limited to industry trends with respect to data and analysis. •Strict adherence to all company policies, procedures and practices. •Ability to spot issues in advance and propose sensible, actionable solutions.

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	<ul style="list-style-type: none">•Ability to meet deadlines and manage multiple (and sometimes competing) deadlines.•Ability to address questions, problems or concerns in a positive, constructive, meaningful way.
Working Conditions; Schedule:	<ul style="list-style-type: none">• Full time, Monday-Friday, 40+ hours per week.•Anticipated schedule is 9:00 a.m. (ET) to 5:30 p.m. (ET)•Team Member may be asked to report to a different World Travel, Inc. office for training, support, or other reasons. World Travel, Inc. may make such request at any time, within reason.•Attend monthly team meeting in the Douglassville office and other meetings as needed
	<i>This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as is reasonable.</i>