

# Performance Analyst Job Description

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## **Duties and Responsibilities:**

- Responsible for identifying areas of improvements and concerns in business operational areas and provide appropriate strategies to resolve them
- Responsible for the development and implementation of performance metrics to improve business operational efficiency
- Responsible for the analysis of business problems to identify the root causes and recommend corrective actions
- Provide documentation for identified problem, definition, and procedures for solving them
- Responsible for providing optimal business solutions to achieve operational and financial goals
- Appraise and recommend improvements to current business programs
- Propose new techniques and technologies to actualize business goals
- Serve as mentor to associates and provide trainings to fill gap needs
- Undertake research and collect data to better analyze outcomes
- Responsible for developing business presentations for management and clients as needed
- Regularly monitor business performance and generate performance reports to management
- Develop, revise, and enforce business policies and procedures as needed.

## **Performance Analyst Requirements – Skills, Knowledge, and Abilities**

- Education: Applicants for the performance analyst role are required to have a minimum of Bachelor's degree in Advertising, Marketing, Business, Statistics, or Economics

- Knowledge: They need to have solid background and technical skills in their area of specialization. They must also understand business metric performance and target setting. It is also vital that they have the required competence to analyze financial and other data, including revenue, expenditure, and employment reports, etc.
- They may also require a working knowledge of performance metric analysis or AMEX Performance Management Process
- Organizational skills: They are required to have excellent organization skills to handle multiple tasks in a fast-paced environment, as well as within tight deadlines
- Research skills: It is crucial that they have the needed skills to undertake research and collect data to identify future trends based on past performance. This is a major part of their responsibility and is essential for influencing business decision making.
- Communication skills: The performance analyst job involves undertaking research, developing and presenting reports; hence it is important that they have great writing and verbal communication skills to effectively and convey information and develop presentations for multiple levels of the organization
- Project management skills: It is essential that they can manage people and process in accomplishing assigned tasks to actualize defined goals
- Strong quantitative skills: It is also essential that they can work with large volumes of data, apply statistical tools and models, as well as undertake research to detect trends and isolate essential relevant information for sound decision making
- Computer skills: Performance analyst applicants require strong knowledge of MS Office tools and must possess strong technical skills with Excel to succeed on the job
- Flexibility: They must be constantly monitoring KPI's for deviations in expected outcome and be willing to adapt their measuring metrics to change
- Interpersonal skills: They must have excellent rapport building skills to establish and maintain strong working relationships across functional and reporting levels

- Analytical skills: They require the ability to analyze large amounts of data and provide recommendations to support the development of long and short-term business strategies.