



Business Analyst Customer Service Intern

POST: External

DIVISION: Finance and Administration

DEPARTMENT: Customer Service

MAXIMUM # OF OPENINGS: 1

JOB TITLE: Business Analyst Intern

RATE: \$17.00/hour, 40 hours/week

GENERAL SUMMARY OF DUTIES:

Provide statistical and analytical support to the Customer Service Department through the development and maintenance of customer service metrics. Prepares documents, maintains files, and administers technical and administrative duties as assigned.

ESSENTIAL FUNCTIONS:

- Conduct Customer satisfaction surveys
- Compile data
- Perform data scrubbing (aka data cleansing)
- Performs other departmental tasks as assigned.
- Develops and maintains all statistical metrics that measures the performance of service for the Call Center; Meter Reading, Field Services, Collections and department leadership
- Required to follow BWL Safety Manual and wear required personal protective equipment.
- Attends training for safety awareness or skills improvement as required by supervisor, BWL, or governmental agency such as MIOSHA.

JOB SPECIFICATIONS: KNOWLEDGE SKILLS ABILITIES

Must have knowledge of Microsoft Word and Excel. Must have proficient verbal and written communication skills. Must have valid driver's license with acceptable driving record.

PHYSICAL REQUIREMENTS:

Must be able to read and interpret documents. Ability to effectively communicate orally and in writing. Ability to enter and retrieve data from computerized, typed and written sources.

WORKING CONDITIONS:

Normal office environment and field work with possible exposure to varying temperatures, dust, and noise.

TO APPLY:

Email resume, cover letter and application to bwljobs@lbwl.com, with **Business Analyst Intern** in the subject line, or mail to: BWL, Attn: Human Resources, PO Box 13007, Lansing, MI 48901. **Applications must be received by Friday, January 26, 2018.**

The Board of Water and Light serves Lansing, Michigan, and surrounding areas with electricity, water, and steam. In December 2017, BWL announced it will build a new, cleaner and efficient \$500 million natural gas-fired power plant to complement its investment in renewable energy projects and its energy efficiency programs.

BWL is also expanding and modernizing its electric transmission system, with substations, smart grid investment and new transmission line. This includes major upgrades to technology, such as converting to smart meters, and new customer information system. For more about the BWL see: <http://www.lbwl.com>.

THE BOARD OF WATER AND LIGHT IS AN EQUAL OPPORTUNITY EMPLOYER.