

## **Overview**

KPI NINJA is seeking a Ninja Advisor to support its analytics software products. The Ninja Advisor serves as a data analytics service provider and customer service agent to KPI Ninja clients and is responsible for ensuring the highest quality services are provided. The Ninja Advisor works closely with customers to identify analytics-related needs, goals, and future-state ‘wants’, and then provides the necessary resources to assist those customers in achieving those things. These resources include, but are not limited to, onboarding new clients to KPI Ninja software products, performing and providing custom reports from a variety of data sources and types, facilitating performance improvement projects, and developing case studies to showcase customer successes. Ninja Advisors play an integral role in ensuring the success of KPI Ninja and in living out the Mission and Vision of the organization, as they are the primary source of communication and interaction between the company and its clients.

**1. Absolute Minimum Level of Education Required for Position:**

Bachelor’s degree in Business Administration, Industrial Management, Psychology, Engineering, Computer Science, Healthcare, or other related field.

**2. Absolute Minimum Years of Experience Required for Position:**

Three years of experience working with healthcare claims. One year leading teams, facilitating meetings, and/or direct customer relations work.

**3. Will the employee supervise other employees? If so, how many: None**

**4. Specific skills and experience required:**

- a. Experience using and administering JIRA preferred.
- b. Experience using, analyzing, and participating in improvement efforts derived from healthcare payer claims data.
  - i. Other healthcare analytics experience preferred.
- c. General experience using and knowledge of healthcare-related terms.
- d. Strong facilitation skills in leading planning meetings, reviews, and retrospectives.
- e. Experience working with clients and users.
- f. Understanding of agile software development methodologies, values, and procedures.
- g. Ability to understand and communicate technical issues.
- h. Excellent interpersonal skills and ability to work with diverse and remote teams.
- i. Excellent verbal, written, and listening abilities.
- j. Excellent team player and team builder.
- k. Excellent capabilities with basic analysis tools, such as SQL and Excel.
- l. Willingness to accept and provide constructive criticism.
- m. Ability and desire to influence change.

- n. Demonstrated consistent level of high performance and strategic thinking skills.
- o. Proficient in basic quality methods, statistical problem-solving techniques, Six Sigma, and Lean analytical tools.
- p. Ability to multi-task and handle large workloads.
- q. Demonstrated proficiency in MS Office and Windows software applications.

#### **5. Responsibilities**

- a. Maintaining strong relationships with existing KPI Ninja customers.
- b. Provide professional client interface, ensure responsiveness to client needs and concerns, and present technical aspects of the software to clients and stakeholders.
- c. Continually identify lessons learned, evaluate completed tasks and make process improvements based upon successful and unsuccessful project elements. Develop best practices to share.
- d. Onboarding of new customers to KPI Ninja software products and assist with training new users.
- e. Listen to and report new ideas or needs from customers to KPI Ninja development team.
- f. Act as a sales resource and evangelist for opportunities related to the nominated services and products.
- g. Develop core messaging for the product promotions and work collaboratively with marketing on website content pages, sales presentations, catalogs, collateral, email campaigns, product launches, etc.
- h. Assist the growth and increased knowledge-base among KPI Ninja staff regarding individual strengths and expertise.
- i. Perform and create ad hoc and/or monthly reports for non-automated analyses for customers, as needed.

#### **WORK ENVIRONMENT:**

This job operates in a professional office environment. This role routinely uses stand office equipment such as computers, phones, copiers, filing cabinets and fax machines.

#### **EEO:**

KPI Ninja is a drug-free workplace, Equal Employment Opportunity (EEO) to all applicants for employment without regard to race, color, religion, sex, national origin, age 40 and over, disability, marital status, sexual orientation, gender identity, genetics, military.