



3582 Technology Dr NW, Rochester, MN 55901
www.paceintl.com | 1 800 444 PACE

Title: Junior Operations Analyst Internship (Part-Time)

Reports To: Project Manager

About Pace:

Pace International is an industry leading distributor of equipment and content in the Telecommunications and Services Industries. Pace was established in 1972 in Rochester, MN and is the only national hardware and content distributor for Dish Network. Pace owns and operates leading B2B and B2C business units that support cable, wireless, and satellite TV customers throughout North America.

Position:

Pace's Junior Operations Analyst Intern experience will provide a hands-on view of our rapidly evolving call center operations department. You'll work side by side with our Project Manager on assignments that make a big impact on our business. The Junior Operations Analyst Intern is responsible for running reports, analyzing business process and implementing ideas to improve business operations. This position will focus on an effective and efficient team and reinforce a positive work environment. This is an opportunity for someone looking to grow with Pace and obtain a chance to learn about call center operations from Pace's management team. There is potential for this position to grow into a permanent position.

Job Description:

- Prepares, creates and analyzes data and publishes reports for our call center operations team. Analyzes trends and makes strategic and tactical recommendations to management for improving results
- Establishes and develops process to ensure the timely gathering, analyzing, and reporting of accurate and comprehensive data
- Analyzes existing reports and makes adjustments to enhance their functionality or to adapt to changing requirements
- Resolves data inconsistencies or inaccuracies through contact and collaboration with internal teams
- Acts as point of contact for information requests from internal team up to senior leadership
- Develops complex ad hoc reports within the required deadlines
- Works closely with Project Manager on departmental projects and work requests, tracking and reporting on progress to ensure timely implementation
- Performs other duties as assigned.



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Education:

- High School diploma required, Bachelor's degree preferred
- 3+ year experience in business processes/operations preferred

Skills & Knowledge

- Ability to learn quickly
- Ability to adapt to changing environment
- Self-motivated and dependable
- Able work well alone and in groups
- Good communication skills (Written and Oral)
- Analytical mind
- Ability to solve complex problem
- Solutions oriented
- Ability to manage projects from start to finish
- Attention to detail
- Ability to meet deadlines
- Multi-tasking abilities
- Able to manage and improve business processes

Physical Demands

- A majority of time is spent sitting at a computer station
- Some standing and walking will be necessary
- Simultaneous movement of hands, wrists, and fingers is an important element to this position
- Ability to lift up to 25lbs on a regular basis and up to 50 lbs on an occasional basis

Working Conditions

- There is some exposure to noise

Other Requirements:

- Regular and reliable attendance is required in the position

Category: Part-Time (approximately 20 hours/week)

Compensation: Hourly

Application Deadline: Open until filled

Application Process: Please submit a resume via email to amyb@paceintl.com