

ecoATM is hiring for an Ops Support Specialist and Workforce Analyst II in San Diego, CA. Candidates that are interested may e-mail their resume directly to me: [james.mccandless@workforwarriors.org](mailto:james.mccandless@workforwarriors.org)

### **Operations Support Specialist**

<https://jobs.outerwall.com/job/San-Diego-Operations-Support-Specialist-CA-92101/355578700/>

#### **Position Overview**

This role contributes to ecoATM's success by managing ecoATM's Third Party currency transportation providers as assigned. This position performs ongoing analysis of transportation and processing activities to increase efficiency and productivity while ensuring that cost-effective processes and quality service solutions are implemented. This position is responsible for cash and phone transport and determining vendor availability and capability.**Key Responsibilities**

- Manages Third Party Transportation vendors, as assigned, to achieve specified performance metrics or service level agreements. Manages Third Party Transportation vendors, as assigned, to achieve specified performance metrics or service level agreements
- Analyze daily kiosk cash levels
- Work closely with domestic cash vault operations supporting bank vault and branch service requests
- Work with Machine Support team to ensure the best possible service model is in place. Be the subject matter expert for identifying opportunities and possible solutions that contribute to the continuous improvement of the transportation, processing, and banking activities
- Provides volume projections and proactive planning measures for peak seasons periods for the transportation business while ensuring that internal and external stakeholders are properly informed and prepared for the increased workload
- Provides training for transport vendors on procedures and systems
- Manages currency replenishment volumes in Kiosks to Service Level Agreements
- Manages all relative metrics for: currency, variances and inventory balances
- Manages all claims for variances with transportation vendors and service providers
- Manages the review, auditing and timely submission of all transport and processing vendor invoicing
- Collects data and financial analytics as required. Ensures that cost per unit requirements (cost per pick) are managed
- Maintain Corporate databases with current vendor, machine, and personnel data

#### **Education & Experience** Associate's Degree or equivalent work experience

- 1+ years of supervisory experience in a field organization
- 2+ years field experience in transportation routing and /or dispatching
- Experience using a PC or computer to schedule, track email, check databases, and produce records or reports
- Prefer basic experience in Salesforce and MS Office

#### **Workforce Analyst II (Support Services)**

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