



Analyst, Success Support

About Burgiss Group:

Burgiss is a global, market-leading provider of data and analytics solutions for investors. With over 30 years of expertise in alternative investments, we offer unrivaled data, analytics and transparency that enables asset owners, asset managers and financial intermediaries to understand, evaluate and manage complex portfolios. Burgiss solutions serve more than 1,000 clients in 32 countries, delivering data that represents over \$8.6 trillion in assets.

About the role:

We are seeking a dedicated, analytical and organized Analyst to join our team in an energetic, fast-paced environment. The role will be required to execute on daily case management, case workload, case analyses and reporting, and provide entry support within the team. This is a full-time position.

Job Responsibilities:

Daily Case Management

- Profile incoming support cases. Assign: Case Title, Team, Product, Origin, Topic, Case Type, Contact, etc.
- Assign Implementation cases to the Implementation team
- Manage assignment of cases based on urgency
- Flag cases with “need assistance” when necessary
- Monitor delinquent cases in the queue (All client cases should be assigned by the same business day unless they come in at the EOD)
- Monitor incoming support email queue vs. CRM
- Cancel duplicate cases
- Monitor dated cases assigned to individuals/teams (e.g., case unresolved for 2months+)
- Monitor quality of data stored in CRM cases (ex. cases should not have a “other” type)

- Appropriately inform management and Tech Ops of cases needing their attention (ex. a number of clients are receiving an error message)
- Administer data
- Send client service stats
- Send outbound operation requests to clients
- Manage the queue coverage calendar
- Manage Entry Requests for Transparency data
- Send AR paper links

Case Workload

- Requests for confirmation from Operations (Ex. Tracking method confirmation, fund size confirmation, commitment confirmation, etc.)
- Request from clients – entry/ tracking method confirmation, data problems
- NYR follow ups
- Applied Research paper requests
- Identify unjustifiable requests from Operations
- Create email templates for other team members to leverage
- Increase knowledge on Products and Content to be able to assist in cases related to Private I cash flow and performance, Universe Analytics and Transparency

Case Analysis & Reports

- Prepare weekly and quarterly case analysis reports

Support Calendar

- Send weekly notice of members out of the office

Minimum Requirements:

- Bachelor's degree in Finance, Economics or similar
- 1-3 years of finance, accounting or investment experience
- Excellent analytical, interpersonal, and organization skills
- Demonstrated problem-solving skills and strong computer skills
- Exceptional written and verbal communication skills

Life at Burgiss

At Burgiss, you can expect:

- Additional Health insurance (lux package with included dental)
- Life Insurance
- Sports Card (Shared cost – Employee/Company)
- Food vouchers in the amount of 200 BGN

- Employee Assistance Program (EAP)
- Contributory voluntary pension scheme, matched by employer up to 3% from monthly gross salary (post probation)
- Tuition reimbursements
- Team outings, office food

If you like what you read about us and the open position, we look forward to receiving your application here: [Analyst, Success Support](#)