Title: AI-Enhanced Communication Process Specialist

The TIM Program wants to create efficiencies and improve its customer service by leveraging AI technologies in its communication practices. By integrating AI-powered technologies and processes, TIM can improve the efficiency, accuracy, and consistency of its communication with its customers (students) while freeing staff from redundant work and shift to higher value tasks.

You will play a pivotal role in transforming the communication practices of the TIM Program, driving efficiency, and enhancing customer service through the strategic integration of AI technologies. Your primary objective will be to streamline and optimize communication workflows, ensuring effective and seamless interactions with TIM's prospective, incoming, current, and past students.

Your role entails collaborating with TIM staff to map the existing administrative tools and workflows to identify strategic areas where automation and AI integration can increase communications capabilities.

You will be responsible for designing and implementing the new communication processes that will be put in place. This involves the selection and integration of automation and AI tools into the workflows, ensuring optimal performance and efficiency. Additionally, you will be entrusted with crafting comprehensive training materials and documentation to equip the staff with the necessary proficiency in utilizing the newly introduced processes and technology.

You will evaluate and provide insightful reporting on the effectiveness and impact of the newly implemented communication processes. Your expertise in assessing and analyzing the outcomes will enable continuous improvement and refinement, fostering a culture of operational excellence within the program.

Responsibilities:

1. Collaborate with TIM staff to analyze the current administrative tools and communication workflows, identifying strategic areas for automation and AI integration.
2. Design and implement optimized communication workflows that enhance efficiency, accuracy, and consistency in interactions with prospective, incoming, current, and past students.
3. Leverage AI technologies to streamline communication processes, freeing staff from redundant tasks and enabling them to shift to higher-value tasks.
4. Select and integrate suitable automation and AI tools into the existing workflows for optimal performance and efficiency.
5. Develop comprehensive training materials and documentation to ensure staff proficiency in using the newly introduced communication processes and technologies.
6. Evaluate the effectiveness and impact of the implemented communication processes, providing insightful reports on the outcomes.

7. Drive continuous improvement and refinement of communication processes, fostering a culture of operational excellence within the program.

Requirements:

1. Bachelor's degree in computer science, Information Systems, Communication, or a related field; a master's degree would be an added advantage.
2. Proven experience in improving communication processes, preferably with a focus on AI and automation technologies.
3. Extensive knowledge of AI tools and methodologies relevant to communication processes.
4. Proficiency in using and integrating automation and AI tools, such as **PowerBI, Power Automate, M365 tools, using/creating APIs,** into workflows.
5. Excellent problem-solving skills and ability to design efficient workflows.
6. Effective communication and interpersonal skills for effective collaboration with staff and other stakeholders.
7. Ability to develop comprehensive training materials and documentation.
8. Experience in evaluating and reporting on the effectiveness and impact of implemented processes.
9. Strong commitment to driving continuous improvement and operational excellence.