Downloaded from <https://www.velvetjobs.com/job-descriptions/analyst-credit>

# Example of Analyst, Credit Job Description

Our innovative and growing company is looking for an analyst, credit. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for analyst, credit

* Monitor shortage, price discrepancy, and recall deductions
* Prevent deductions through proactive claim resolution
* Receive EDI data and determine whether to process ordeny credit based on a number of variable criteria
* Utilize return data from both the company and the third party systems
* Be responsible for collecting information on products claimed to have been damaged and/or destroyed during shipment and for the determination of whether or not credit should be granted or replacement product sent to the customer
* Be the primary point of contact to authorize, generate, and initiate returns to the company or for the re-routing of orders
* Work with various operating areas and collaborate with Receivable Analysts to facilitate the timely resolution of deductions and the matching/offsetting of credits to deductions
* Regular interaction with customers to resolve disputes on a timely basis
* Develop productive working relationships with customers in order to initiate an effective dispute resolution process
* Create and develop new reports on an as-needed basis and assist internal department with various requests

## Qualifications for analyst, credit

* Completes work within specifically defined parameters with guidance / direction from management as necessary\*LW\*
* Provide sound advice and solutions utilizing established customer service framework
* Positively contribute to the overall customer experience and foster good relationships with internal and external partners
* Ensure all credit decisions are fulfilled meeting service level agreements
* Contribute to the ongoing improvement of the customer experience within the Business Area
* Provide subject matter expertise in order to facilitate credit adjudication for partners