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# Example of Customer Operations Analyst Job Description

Our company is looking for a customer operations analyst. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for customer operations analyst

* Use SAP, Cognos on a regular basis
* Validate effectiveness and gain acceptance of all changes before implementation
* Support ad hoc 3C reporting requests as needed and partner with leadership team to assist and prepare analysis of data for projects, process improvements, and initiatives as required
* Work multiple high priority requests concurrently within established timeframes
* Interface with IT Organization and 3rd party technology providers with outages or system enhancements
* Act as support for computer issues and first line of troubleshooting for technology unique to the contact center
* Assistance with administrative, analytical and operational tasks
* Forecast Pipeline and general Account Management
* Order Tracking and Opportunity Creation on SFDC or equivalent CRM
* Perform Semi-annual analysis for Segment/Territory realignments, Assist Business Operations Managers with Territory assignments for ETM

## Qualifications for customer operations analyst

* Demonstrate ability to effectively work with and influence cross-functional teams, both as a project leader and as a team member
* Act as a core member of Data Management team activities like Territory Assignments, Bookings Order Assignments, Account Segmentation Realignment and VMStar Pipeline Data Quality
* Driving & supporting initiatives related to Account Governance/Gatekeeping like Data Cleansing/Deduping, the Company’s future Customer Master Hub, VMstar, ETM/EHM-based NAL automation & Account Creation/Service team and all upcoming projects
* Ability to analyze large quantities of data
* Stamina to work in excess of forty hours per week when the need arises
* Bias for action and ability to work independently