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# Example of Customer Operations Analyst Job Description

Our company is searching for experienced candidates for the position of customer operations analyst. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for customer operations analyst

* Accountable for all aspects of distributor end customer maintenance including name and address matching, non-transactional account maintenance, partner cross reference, and chargeback error resolution
* Significant collaboration with our distributor partners to drive change around end customer maintenance and our chargeback processes in order to facilitate effective end-to-end policies and procedures that will deliver sustainable results
* Assist leadership with creating and implementing governance processes to ensure standardization and efficient chargeback policies, procedures, and processes to harmonize all aspects of distributor end customer maintenance with the appropriate flexibility to meet customer/market needs and dynamics
* Support and propose continuous process/system improvement initiatives across the chargeback operations teams such as root cause analysis, error prevention solutions, and distributor settlements while playing an active role on workstream teams and projects
* Resolve distributor end customer related chargeback errors in accordance with OLA’s and SLA’s utilizing advanced technical skills to assist in analyzing outstanding chargeback disputes
* Perform business analytics and provide actionable reporting to assist in efficient and accurate distributor end customer maintenance, matching, cross referencing, and chargeback error resolution
* Maintain distributor end customer maintenance related training material and updated desktop procedures in order ensure standard team practices that adhere to best practice efficiency and accuracy
* Document any identified gaps in distributor end customer maintenance and chargeback error resolution procedures and work with the team leaders and managers to implement solutions
* Work with the Sales team to forecast accurate and up to date opportunities and run reports in Salesforce
* Create a yearly operating plan and quarterly quoting data for the Loyalty Team

## Qualifications for customer operations analyst

* Must have advanced analytical skills, project management skills, and be result and detail oriented
* A minimum of 6 months relevant experience in an analytical role is required, experience in Vendor Managed Inventory, production forecasting, or a planning role with a particular emphasis on production planning, replenishment, inventory planning, analysis, and data modeling is preferred
* Previous experience with Contact Center and Workforce Management applications
* 3 years’ experience in sales operations or like-minded roles
* Minimal daily supervision required
* Currently pursuing a degree in math, statistics or computer science and planning to return to school following the internship