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# Example of Customer Operations Analyst Job Description

Our innovative and growing company is hiring 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

* Leverage social media listening and response tools to monitor customer feedback within various social media channels including Facebook, Twitter, and YouTube
* Will engage in these channels to identify and resolve issues impacting PSEG Long Island customers
* Possess great ability to identify potential negative or crisis situations and apply conflict resolution principles to mitigate issues
* Contact customers via both public and private social media messaging and also via phone or email if necessary, serving as an advocate for PSEG Long Island, the brand and its customers
* Must be able to establish rapport and trust with customers by showing interest and empathy for their concern
* The Analyst will work closely with other Departments to improve customer satisfaction
* Analyze data to assess customer satisfaction and make recommendations to adjust local procedures
* Achieve operational excellence and safe work behaviors through leadership, teamwork and effective communication
* This position also requires availability in the case of storm emergencies and storm restoration efforts
* Will be required to work some weekends, nights and Holidays and extend hours during outages/storms

## Qualifications for customer operations analyst

* Bachelors in Math, Statistics, Computer Science or equivalent
* Executed SOW by creating 90 day plan for network optimization, work schedule in agreement to achieve desired outcomes
* The ideal candidate possesses good communications skills, and demonstrates the ability to diplomatically influence and effectively manage key relationships and challenging situations under pressure
* Typically requires a BS/BE degree or equivalent 12 plus years related customer support experience, project management experience or basic business experience
* At least 5 years of work experience with Service provider
* ITIL Service Operations desired, attention to detail and fluent English are required