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# Example of Customer Service Analyst Job Description

Our company is hiring for a customer service analyst. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for customer service analyst

* Be the first point of contact for RB Nordic customers
* Communicating effectively with internal team members
* Build effective relationships with the our BPO, Accenture on relevant reporting and performance management areas
* Participate in international/regional task forces/projects for South Africa
* Facilitate cross-functional co-operation with Order Fulfilment/Logistics Operations/Finance Departments in terms of Order to Cash (OTC) issues resolution
* Facilitate and build Standard Operating Procedures (SOPs) in the area of Accounts Receivable
* Coordinate activities and manage escalations assigned to our BPO, Accenture
* Facilitate requests from auditors
* Coordinating the credit control management processes for the assigned area
* Being responsible for timely and accurate preparation, checking and signing of general ledger reconciliations

## Qualifications for customer service analyst

* Passion regarding the Customer Experience (Internal and External customers)
* Ability to recognize trends in issues which are being escalated
* Ability to work independently and prioritize tasks contribute to the overall customer service team
* Experience with statistical software packages (R, SAS, SPSS)
* Data visualization preferred
* Database design and management experience preferred