



Example of Business Analyst, Operations Job Description

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Our innovative and growing company is looking for a business analyst, operations. 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 business analyst, operations

- Acts as release manager for the Customer First Platform, Agency's Salesforce.com CRM platform, major and minor releases
- Tests all software releases to ensure accuracy of releases, impact to any critical field applications or systems and the field associate's experience
- Provides business oversight of phones, Internet and/or data outages
- Leads or participates on teams for strategic and operational Agency technology projects
- Ensure all necessary inputs for appropriate metrics are collected and provided
- Calibrate performance of Call Center Activity at the Card Services level
- Manage communication related to Call Center Operational issues, performance
- Ensure client satisfaction and business success by acting as the primary day-to-day contact for client order requests, product fulfillment, and invoicing
- Manage daily order processing, payment reconciliation, and fulfillment of orders for the Corporate Gift Card program
- Manage inbound daily client service contacts, including response and resolution

Qualifications for business analyst, operations

- Working knowledge of LEAN and SIX SIGMA methodologies or experience with online retail operations a plus
- Demonstrated superior written and oral communications skills with the ability to interact with internal customers and external partners in a professional manner
- Data driven and can successfully obtain and use data to support arguments
- Analyzes data and reports on all functionality within service delivery effecting cost of doing business
- Advises and consults with Operations business teams to develop strategic roadmaps