



Example of Customer Analyst Job Description

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Our company is growing rapidly and is looking for a customer analyst. 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 customer analyst

- Create and distribute standardized reporting in the areas of Customer Compliance, End of Month/End of Year Shipping, and RFID
- Collaborate with department staff in the development of reporting to improve performance or provide value-added information
- Review and interpret Customer Vendor Compliance requirements and extract information pertinent to Logistics-related activities
- Complete assignments from department management on an as needed basis
- Log all visits and incoming and outgoing telephone calls and e-mails in OmniTrack promptly
- Escalate provider issues that cannot be resolved without additional research assistance to the Provider Relations Manager
- Schedule provider site visits and perform research to identify significant issues in advance
- Work with client teams to understand reporting requirements and potential uses for predictive and descriptive models
- Perform campaign reporting based on data captured
- Segmentation] Work on the creation and maintenance of all aspects of customer segmentation

Qualifications for customer analyst

- Analytical experience would be an asset

- A high level of verbal and written competency is required, as are strong organizational skills and an ability to meet deadlines
- Strong competency in Windows Explore, Word, Excel, CustomerLink and People Soft would be an asset
- We are very interested in candidates that are fluent in both English and French, and we would be prepared to consider a remote working arrangement for qualified candidates
- SAP experience required 2 yrs minimum in A/R, deductions, credits applications