



Example of Customer Analyst Job Description

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Our company is looking to fill the role of customer analyst. To join our growing team, please review the list of responsibilities and qualifications.

Responsibilities for customer analyst

- We are not a 'back office' function
- Our work does not stop when the code is run
- We are an engaged, friendly and welcoming team with a real focus on the customer
- Weekly, monthly, and seasonal reporting
- Database health monitoring and driving in collaboration with market counterparts
- Insight tool execution and monitoring
- Timely set up and maintenance of Customer accounts to ensure continuity of business processes
- Evaluating credit risk, making recommendations on and setting temporary credit limits on new accounts and/or existing accounts
- Supplying responsive, process-effective services to internal and external customers
- Working closely together with Collection teams, Sales

Qualifications for customer analyst

- Must" have fluent or near Native Japanese, Korean, and advanced Englishlanguage skills in both speaking and writing
- Be self-motivated and able to work with little supervision
- Knowledge of research methodologies which includes analysis of call recordings and chat transcripts
- Moderate focus groups and one-on-one interviews with CS agents

