



Example of Customer Analyst Job Description

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Our innovative and growing company is searching for experienced candidates for the position of 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

- Manage complex client complaints to client satisfaction, in line with FCA Disputes rules
- Conduct Root Cause Analysis (RCA) of complaints and monitor that remediation plans are adhered to and improve service in line with agreed expectations
- Complete daily reviews of the complaints dashboard to ensure that complaint handling timelines remain within business and regulatory service levels
- Support Business Incident process and service improvement delivery
- Monitor key themes across consumer complaints, client complaints, and business incidents
- Manage recording and reporting of complaint data according to FCA reporting requirements
- Support delivery of the Service Excellence programme and roadmap
- Provide supporting evidence for escalation of key strategic changes and improvement plans, identified through RCA
- Adhere to regulatory governance and reporting for the programme
- Work with Service Excellence Manager to support development and implementation of future strategies

Qualifications for customer analyst

- 3+ years' experience with Microsoft Excel to include macros, pivot tables,

- Proficient office software skills (e.g., Excel, Access, Word), knowledge of relational databases, and familiarity with statistical packages and analysis techniques
- Ability to solve problems in data management to ensure continuous process improvement
- A minimum of two years commercial experience preferably in an FMCG
- Proactive and ability to work independently with minimal supervision