



Example of Customer Operations Analyst Job Description

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Our growing company is looking to fill the role of customer operations analyst. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for customer operations analyst

- Manage client escalations that include conducting root cause analysis, remediation strategies and
- Assist with internal and client initiatives to drive associate engagement across multiple sites
- Demonstrate a collaborative work style to work with other stakeholders
- Perform ad-hoc data analysis as required by the business problem
- Ability to juggle various projects and meet deadlines, with the capacity to prioritize as appropriate
- Collaborate with other functional leaders to optimize resources in order to reach team and company goals
- Assess and navigate the impact of company-wide projects and cross-departmental processes, people and systems
- Drive initiatives for continuous improvement across the BA organization
- Design, establish and maintain business analysis methodologies, processes and procedures in accordance with industry best practices
- Analyze customer support contact to determine correlations, contact patterns, trends and opportunities

Qualifications for customer operations analyst

- Perform GPO Transitions, Markup Reslots, Distribution Agreement

- Perform GPO audits
- Ensure SOPs are updated and current
- Analyze and interpret complex data
- Small project management