



## Example of Customer Operations Specialist Job Description

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Our company is searching for experienced candidates for the position of customer operations specialist. 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 specialist

- Coordinate shop and/or program reviews and customer visits at the site as necessary
- Scheduled and ad-hoc customer case and survey report gathering and analysis within SFDC, Cognos, and other tools
- Contact on-point for all issues regarding customer account reporting
- Work with Account Management and Sales organizations to determine best course of action for maintenance of customer account records
- Maintenance of dynamic customer & partner metrics review dashboards
- Identifies system and process errors, perform root cause analysis unnecessary transactions in the business and partners or leads in developing and implementing process improvements by partnering cross-functionally with leaders
- Develops and presents idea for process improvement supporting others in the development of ideas to foster a culture of innovation
- Handle arrangements for all CEO sponsored functions for both personal and professional events
- Exceed productivity standards
- Interface daily with Manufacturing Team Leaders and planners regarding orders, order patterns, date allocations, forecasts, returns, non-conforming product, markets, distributor issues

- In-depth knowledge of Microsoft Excel and/or Microsoft Access
- Strategizes preventive measures for potential product line inquiries to reduce cost and improve efficiency
- Contributes to the development of new products and product enhancements
- Manages medium-sized project/initiatives as an individual contributor with advanced knowledge within discipline, leading a segment of several initiatives or a larger initiative
- Manage the administration of merchant boarding, fulfilment and profile configuration
- Prepare and distribute internal and customer facing reports and communications as required