



Example of Customer Service Analyst Job Description

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Our company is growing rapidly and is hiring for a customer service 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 service analyst

- Tracking and analyzing data on tests that CS runs
 - Analyze customer behavior post CS contact
 - Work with survey data to help improve the customer experience
 - Leads allocation efforts in region (coordinated with PMT/Marketing) when we are unable to meet min customer demand due to capacity or material constraints
 - Translate business information requirements into tools and reports, in accordance with the business & regulatory standards
 - Analyze business processes & performance, identify issues and design, implement and maintain improvements wrt reporting and analysis tools that support the CS organization and make sure that the problems are solved within the requirements of the business & users
 - Counsel senior management and obtain buy-in for initiatives
 - Support projects/programs in IGT CS, within the program budget, in order to guarantee an effective development and implementation of tools & reporting
 - Advise and support CS Management team and IB Information Manager with reports and analysis that underpin & support management decisions & setting priorities
 - Support stakeholders performing deep dives, including support to Black/Green Belts and answer ad hoc questions from service/development departments
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- Minimum two years' experience installing/configuring/supporting Opera PMS software
- Minimum two years management experience working with a property management system
- Reviewing, analyzing, and acting upon data entered in Remedy to determine trends and metrics for client delivery
- Adhering to NGC corporate policies, initiatives, and directives adhering to all guiding principles specified by the customer
- Exposure to Six Sigma methodology preferred
- Bachelors degree in Statistics, Accounting, Finance or Business disciplines