



Example of Customer Service Senior Analyst Job Description

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

Responsibilities for customer service senior analyst

- You are the go to person to mentor and lead other team members
- Reconciles specific sub ledger accounts and financial records
- Interfaces with customers as the first point of contact to resolve Accounts Payable and Accounts Receivable calls/queries/problems
- Gather and prepare metrics or assigned reporting
- Partner with commercial/operating groups and IT to deliver solutions that will improve the experience for our employees, and support them in delivering strong operational performance
- Ideate, project manage & execute a prioritized portfolio of complex cross-divisional projects, from idea and analysis stage, through development and testing of the product using both waterfall and agile development methodologies
- Build relationships and improve collaboration in a way which allows us to partner on initiatives from the beginning and better influence outcomes as a result
- Ensure that new and enhanced products are successfully passed to training and change management partners if needed, to drive successful adaptation of these initiatives
- Leverage customer insights to make data-driven, customer-centric decisions supporting employee and customer satisfaction
- Serve as a senior-level, independent contributor with expertise in Electronic Synthes Inventory Management Solution (eSIMS)

- Able to handle large workload and changing priorities with limited direction
- Must be able to develop and present ideas and operational strategies using quantitative data to support decisions
- Ability to network and build strong relationships with various internal stakeholders and operate effectively within a team environment
- Understanding of the end-to-end journey for the processes in place for delivery Integration Hub, DST
- Minimum of 3 year of relevant experience is required
- Must be able to work in the fast paced environment