



Example of Service Analyst Job Description

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Our innovative and growing company is looking to fill the role of 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 service analyst

- On a real time basis, review agents' meetings & 1-1's and move accordingly to achieve the best possible service level
- 7 day re-forecasts for all areas including full schedule optimisation for period
- Attendance at Planning meetings
- Ability to read, understand and communicate previous day performance, including service failure to Ops and possibly client
- Confidence and ability to take part in conference calls at all levels
- Building, developing and improving existing reporting
- Contact vendors to establish price and availability, application, shipping dates, catalog or issue number, of replacement parts and/or repair items for estimate jobs only
- Work closely with business units and other IT teams to understand business processes
- Translate business processes into functional and technical requirements
- Design, build, test, and deploy solutions to meet business requirements

Qualifications for service analyst

- Must be able to work well as a self-starter, and be able to work well independently and in a team environment
- 1+ year of Customer Service experience, preferably in a distribution or supply chain environment

- Experience and knowledge of general finance operations accounting processes
- Experience of handling queries and incidents effectively and in line with procedures
- Able to develop trusted relationships with key contacts