



# Example of Service Analyst Job Description

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

- Investigate problems, find root causes, and assist in developing solutions
- Generate reports and KPIs
- Provide daily support of the ServiceNow platform
- Validate & execute orders for quality data including product files, SAP master & customer data, pricing discrepancies, order date alignment for truckload consolidation
- Run SAP reports to identify incomplete sales orders, required data maintenance, sales volume, on-time adherence
- Own Customer casefill and on-time (CCFOT) with goal to maximize casefill while ensuring on time delivery to customer
- Facilitate Service Contract processes from quoting to closure, ensuring on time completion and compliance goals met
- Facilitate communications between Field teams, customer and sales team on Service Contract, PM and Invoicing tasks
- Support Operations Manager on various Service Contract reports to ensure data accuracy in service management system and all Service Delivery tools
- Facilitate material return from customers

## Qualifications for service analyst

- Ability to take ownership of queries by logging and tracking to resolution
- Ability to identify and implement opportunities for improvement across

- Able to act as a face of finance - taking an active role in delivering excellent service to all of finance's stakeholders
- Able to provide guidance to the business around key finance policies and procedures
- Experienced at problem solving and solution design
- Develop and maintain documentation and user guides