

Customer Care Operations Senior Analyst

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Company: Clarivate

Location: Jerusalem

Category: other-general

EX LIBRIS– Who are we?

Ex Libris, Part of Clarivate, is a global EdTech (Education Technology) industry, leader. We serve some of the most prestigious academic institutions and research Universities around the world, with a total of over 7,500 customers in 90 countries.

Our SaaS solutions help universities transform academic libraries, maximize the impact of research activities, enhance teaching and learning, and drive student engagement and success. For more information about Ex Libris, see our website, and join us on Facebook, YouTube, LinkedIn, and Twitter.

We are looking for a Customer Care Operations Analyst to join our new team in Jerusalem. This is an amazing opportunity to be a part of a new team, working on a few company's products. The team is reporting to Udi, the Director of Customer Care.

About You – experience, education, skills, and accomplishments

Bachelor's degree and/or relevant work experience

2-3 years of customer service and/or business operations experience

Proficient with the Salesforce CRM system.

Proficient with the Salesforce Jira system.

Strong communication, both oral and written in English.

Ability to effectively address and resolve ambiguity.

Ability to prioritize, multi-task, and work independently on complex assignments.

It would be great if you also had . . .

Proven experience in leading operational initiatives

Proficient project management skills

Demonstrated leadership ability to lead and influence within a team.

Self-starter capable of learning on-the-fly

Proficient with office desktop productivity tools (spreadsheets, presentations)

What will you be doing in this role?

Drives cross-functional idea and process planning within the organization as gaps are identified.

Aligns processes and communication following the ITIL standards to create a seamless experience for our customers and colleagues who support our customers.

Uses creative problem-solving and strategic thinking to understand the impacts of a change and how best to serve our customers.

Creates clean and simple process improvement plans and ensures the documentation is clear and readily available for consumption by using Clarivate's documentation standards.

Manages segment-aligned relationships when it comes to the process.

Oversees the day-to-day operational processes within Customer Care, i.e., case management processes, quality management, and internal communication resources, and works with the business to outline best practices/improvement strategies.

Engages with the Senior Operations Managers on large-scope projects after identifying ideas/updates that need to be made and ensuring that action is taken, and a clear plan exists with the next steps.

Runs Customer Care specific programming, tasks, and plans, as needed.

Solicits varying types of customers and stakeholder feedback to understand the drivers of satisfaction/dissatisfaction and works with relevant groups within the Customer Care team on

putting the mitigation plans & improvement initiatives in place.

Hours of Work / More important information for you:

Our base is in the Jerusalem, Israel office, working in a hybrid model

This is a full-time position.

Why Ex Libris?

At Ex Libris, we value our employees and are striving to create the perfect balance between work and home life. Join us to be part of a family-like environment; enjoy our unique culture and benefits. Be part of a thriving, productive community helping change the future of higher education with the state-of-the-art technology from Ex Libris.

At Ex Libris, we work hard and have fun doing it!

At Clarivate, we are committed to providing equal employment opportunities for all persons with respect to hiring, compensation, promotion, training, and other terms, conditions, and privileges of employment. We comply with applicable laws and regulations governing non-discrimination in all locations.

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