

Stellentitel /
Position title:

Operations Analyst

Ziele der Stelle / Purpose and objectives of the job:

The Operations Analyst is a key resource within Birkenstock Americas' Digital Operations team. Supporting fulfillment, transportation, customer service, and payments functions, this role is responsible for building and maintaining reporting infrastructure that drives cost visibility, operational efficiency, and data-driven decision-making. Working closely with the operations leadership, the operations analyst will transform raw data into actionable insight. From cost per order analysis to opex trend reporting, this role will contribute to the team's success by directly identifying opportunities to optimize costs, improve KPIs, and scale the operations in an efficient way.

Tasks and responsibilities:

- Build and maintain operational reports across fulfillment, transportation, customer service and payments
- Own the extraction, transformation and presentation of data from various sources such as OMS, DWH, payment systems, financial statements, SAP etc.
- Develop and maintain dashboards to provide visibility into overall health and trends of key operational KPIs
- Calculate and track unit economics including cost per order, cost per return, cost per customer service contact by channel etc.
- Monitor and analyze carrier cost data and surcharge impacts to support rate shop decisions
- Review monthly and quarterly operating expenditure identifying variance drivers and trends
- Support annual budgeting and quarterly forecasting cycles
- Execute on ad-hoc requests from the Senior Director and other cross-functional leadership

Interfaces / Relationships:

- Direct interface with external partners such as system integration vendors, fulfillment providers etc.
- Close liason with Birkenstock teams in the areas of operations, finance and customer service

Competencies:

- High degree of ecommerce understanding and customer-oriented mindset
- Outstanding organizational and problem-solving skills and ability to prioritize
- Critical thinker with great attention to detail
- Data-driven mindset with ability to turn data into actionable insights
- Excellent interpersonal and communication skills, both written and verbal

Qualifications:

- Education
 - Bachelor's Degree in Business, Finance, Operations or similar
- Professional experience
 - 2–4 years of experience in operations analysis, logistics analytics, supply chain finance, or a related function
 - Solid experience pulling and manipulating data from enterprise systems (e.g. OMS, ERP)
 - Comfort with large datasets and ability to translate insights into clear summaries and visualizations
 - Track record of owning reports and dashboards that stakeholders depend on for operational decision-making

- Proficiency in BI tools (Tableau, Looker, Power BI etc.)
- Familiarity with ecommerce, operations or retail environments
- Language Skills and competency level
 - English

Personal Skills

- High attention to detail e.g. noticing when numbers do not add up and investigating the root cause, building in sanity checks and overall maintaining a high level of data integrity
- Operates with a strong level of independence, ownership and accountability
- Highly organized with excellent time management skills
- Invested in understanding the business context beyond the data
- Comfortable working with cross-functional teams and business stakeholders
- Follows through on commitments and communicates proactively
- Ability to work in a fast-paced, dynamic environment with competing priorities

Working conditions:

- Involvement with local and global teams with diverse cultures

Sonstiges / Others:

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Datum:

Date:

Wenn dieses Positionsprofil nicht im Zusammenhang mit einer Personalanforderung erstellt wird:
If this job description is not created in relation to a personnel requisition:

Gehalt / Salary

\$90k-\$105k

Berichtet an/
Reports to

Sr Director Operations

Bereich /
Business Unit

Birkenstock Digital Americas

Kontakt /
Contact

Send resume to Katelynn.ramos@birkenstock.com

Arbeitsort /
Location

New York, New York/USA (remote)