



Position Description

POSITION TITLE: Business Process Analyst

DEPARTMENT: Communications

FLSA: Exempt

REPORTS TO: Chief Communications Officer

DATE:

Position Summary: The Business Process Analyst (BPA) is responsible for the development, administration and support of all Council business processes through Salesforce and other technology systems. The BPA will play an integral role in defining and documenting efficient and effective business processes, conducting gap analysis, and designing business and program systems by identifying and evaluating options. This role will also develop and facilitate training to systems and program users.

Council Expectations of Employee:

- o Adheres to council policies and procedures
- o Acts as a role model within and outside the council
- o Performs duties as workload necessitates
- o Behaves and communicates in a positive and respectful way
- o Communicates regularly with supervisor about Department issues
- o Demonstrates flexible and efficient time management and ability to prioritize work load
- o Consistently reports to work on time prepared to perform duties of position
- o Meets Department and individual performance goals and standards

Major Accountabilities:

1. In collaboration with the business process owners, identifies, creates and documents the current and future business processes and procedures.
2. Reviews departmental business processes by integrating, planning, analyzing, implementing and monitoring business and program processes.
3. Collaborates with the business process owners, updates and maintains the Council's business processes and procedures, including the Standard Operating Procedures Manual (SOPM).
4. Identifies gaps in business processes, procedures or systems. Documents these gaps and works to identify and implement solutions, and monitor effectiveness.
5. Assists departments in applying and modifying business processes, procedures and systems to new or changing needs.
6. Develops training materials with the business process owners and assists in training employees in the use of new and existing business processes and systems.
7. Tests processes, procedures and applications to ensure accurate results prior to production activation.
8. May be assigned to lead key business process transformation projects.
9. Works with senior leadership team to identify and implement data/reporting needs related to strategic objectives.
10. Provides oversight for data quality; develops standard reporting protocols and processes for generating reports.
11. Serves as a "super user" of business software applications including Salesforce.

12. Manages and maintains business application support relationship with GSUSA as it relates to Salesforce.
13. Maintains familiarity with the Council's business practices as it relates to volunteers and staff.
14. Ensures Girl Scouting is open to all girls and adults by delivering the Girl Scouts message of pluralism and diversity to members of the Council.
15. Performs other duties as assigned.

Essential Requirements:

- Demonstrated commitment to Salesforce and to the council's business processes as applicable to this specific position description and plan of work.
- Ability to organize complex concepts and effectively communicate them to a diverse group of adults.
- Ability to maintain absolute confidentiality.
- Ability to maintain high degree of accuracy and attention to detail.
- Ability to use sound judgment in decision-making and work independently, while demonstrating a strong ability to work as a team member.
- Understanding and acceptance of the Girl Scout Promise, Law, beliefs and principles.
- Ability to meet travel requirements, including night, weekend and overnight travel.
- Valid driver's license with a satisfactory driving record and eligibility for coverage under any applicable agency insurance.
- Access to a properly licensed and insured vehicle in working condition.
- Flexibility and a good sense of humor.

Position Qualifications:

- Bachelor's degree in business, MIS, computer science or related field.
- 4+ years of progressive experience in business processes and systems.
- Strong experience in business system analysis, data analysis, testing methods, and business process & system requirement definition. Able to learn a variety of business software applications and guide users in establishing efficient and effective processes.
- Self-starter that demonstrates initiative and flexibility.
- Experience with customer relationship management database required, with Salesforce experience preferred. Advanced PC and MS Office skills required.
- Must have effective project management and analytical skills. Demonstrated ability to plan and organize work and coordinate multiple projects while managing conflicting priorities and deadlines.
- Ability to train people on business processes and systems use.
- Excellent verbal and written communication skills, including ability to present technical information to diverse groups of adults.
- Must have high level of interpersonal skills and ability to collaborate and build rapport with others at all levels of the organization, including active listening skills and patience.
- Able to identify, analyze, and resolve complex problems systematically.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls including the operation of computer keyboard, calculator, copier machine and other office equipment; reach with hands and arms; climb stairs; balance; bend and

stoop, kneel, crouch or crawl; talk or hear within normal range for telephone use; taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus, ability to read numbers, reports and computer terminals. Occasional high stress work may be required in dealing with volunteers/staff. Evening and/or weekend work is required. The job requires travel.

Work Environment:

Work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time. The noise level in the work environment is usually moderate.

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

The employee is expected to adhere to all agency policies and to act as a role model in adherence to agency policies.

This position description does not constitute a contract.

Starting Salary: \$50,000 annually

To apply, email: hr@girlscoutsmoheartland.org