JOB TITLE: Operations Analyst

EMPLOYER: ReBUILD Metro, Inc.

DEPARTMENT: Operations

REPORTS TO: Director of Operations

SUMMARY: The Operations Analyst is a key member of ReBUILD Metro's (RBM) Operations Team. The Operations Analyst supports the Director of Operations and the Operations Manager in their operational and organizational efforts. The Operations Analyst will aid in the documentation of process, interface with ReBUILD's enterprise software solutions, and ensure the integrity of ReBUILD internal performance data.

DUTIES AND RESPONSIBILITIES:

Operations

- Support Director of Operations and Operations Manager by conducting requisite due diligence for building new and improving existing procedures.
- Develop and utilize technical competency of enterprise software, Yardi and others, to structure organizational processes and coordinate system-level permissions and workflows
- Support documentation of business processes as assigned by the Director of Operations and Operations Manager by reconciling, copy editing, and/or drafting, processes.
- Prepares and maintains notes or meeting minutes for process meetings
- Conducts business process analysis on procedures, as assigned by the Director of Operations, by auditing existing processes for gaps and inefficiencies and providing recommendations for improvement
- Conduct assigned research of best practices for executing work-activities and report/present findings to the Director of Operations and other audiences.
- Provide systems thinking to the development and refinement of internal management systems, controls, policies, and procedures to ensure compliance with all applicable financing, grant, contract, and legal requirements.
- Foster and support a culture of excellence and teamwork, ensuring positive results through accountability, strong communication, and cross-departmental collaboration as appropriate
- Model appropriate behavior by referencing and adhering to all documented ReBUILD Metro policies and procedures.

Analytics

- Ensure integrity of internal reports by monitoring timeliness of and quality of data required regularly by departmental reports
- Identify and recommended Key Performance Indicators (KPIs) to be tracked and reported among regular departmental reports
- Steward operational dashboards through regular intake of data and publishing of periodic results.
- Identify operational trends through analysis of internals reports and share conclusions with Director Operations and Operations Manager.

SUPERVISORY RESPONSIBILITIES:

- This job has no supervisory responsibilities.

QUALIFICATIONS:

- Bachelor's Degree (BA/BS) from four-year college or university with an emphasis in Business required.
- Experience or interest in community development, real estate, construction, architecture, and/or urban planning.
- Ability to work independently and collaboratively, prioritize work, take initiative, manage multiple tasks while meeting deadlines.
- Ability to think conceptually
- Strong organizational skills.
- Excellent writing and verbal communication skills.
- Ability to understand and follow written and verbal instructions.
- Computer skills proficient on Spreadsheet Software (Excel); Word Processing Software (Word); Presentation Software (Powerpoint)

Interested candidates should submit a resume and cover letter including salary requirements to rosalind@prescotthrconsulting.com.