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| **JOB DESCRIPTION** | | | | | |
| **JOB TITLE** | BUSINESS ANALYST | | | **pAYROLL JOB CODE** | 400 - ADMINISTRATIVE |
| **LOCATION** | AGENCY OFFICE | | | **credentials** | -- |
| **Department** | ADMINISTRATIVE | | | **REPORTS TO** | CEO, CFO, EDs, VP-BD |
| **fsla sTATUS** | NONEXEMPT | **STARTING PTO LEVEL** | 1 | **EMPLOYMENT CLASS** | FT or PT |

**Summary**

The Business Analyst performs a variety of reporting and support activities for the company’s leadership team. The reporting may be ongoing or ad hoc requests and may include data manipulation, analysis, and making action recommendations. In addition to reporting, the Business Analyst will analyze business processes and recommend areas for simplification or cost savings. Finally, the Business Analyst will perform special projects, assist with project implementations, and oversee certain administrative functions.

**Essential Job Duties AND Responsibilities**

* Designs, develops, validates, and distributes accurate reports and dashboards to measure business performance for operational and management purposes.
* Writes queries and reports on healthcare metrics from both internal and external data sources.
* Serves as a data liaison between various software solutions. Looks for ways to automate manual interfaces.
* Evaluates business processes, anticipates and researches requirements, uncovers areas for improvement, and helps develop and implement solutions.
* Participates in ongoing audits of business processes and develops optimization strategies.
* Investigates ways to automate and modernize processes and systems.
* Performs business process-requirements analysis.
* Conducts meetings and presentations to share ideas and findings.
* Manages and maintains company programs as directed.
* Gathers critical information from meetings with various stakeholders and producing useful reports and analysis.
* Ensures proposed and existing solutions meet business needs and requirements.
* Develops project plans, manages projects, and monitors performance.
* Prioritizes initiatives based on business needs and requirements.
* Monitors deliverables and ensures timely and accurate completion of projects.
* Responsible for completing daily, weekly, and monthly reports, and ad hoc reports, as directed.
* Other administrative duties or projects, as assigned.

**Professional Requirements:**

* Meticulous attention to accuracy and detail.
* Adherence to established project deadlines.
* Shows up to work on-time, is reliable.
* Adheres to dress code, appearance is neat and clean.
* Maintains patient and executive confidentiality at all times.
* Wears identification while on duty, uses time system correctly.
* Attends annual review and agency in-services, as scheduled.
* Attends staff meetings regularly, reads and returns all monthly staff meeting minutes.
* Complies with all agency policies regarding ethical business practices.
* Adheres to the mission, ethics, and goals of the company.

**QUALIFICATIONS:**

* A bachelor’s degree in business and/or an MBA.
* A minimum of 5 years’ experience in business analysis or a related field with a familiarity with standard financial and operational concepts, as well as an understanding of healthcare.
* Exceptional data manipulation, analytical, and conceptual thinking skills.
* Ability to influence stakeholders and work closely with them to determine acceptable solutions.
* Experience creating detailed reports and giving presentations.
* Mastery of Microsoft applications including Word, Excel, and Outlook.
* A track record of following through on commitments.
* Excellent planning, organizational, and time management skills.

**LANGUAGE SKILLS:**

* Able to communicate effectively in English, both verbally and in writing. Additional languages preferred.

**KEY COMPETENCIES**

**Functional Technical Skills**. Has the functional and technical knowledge and skills to do the job at a high level of performance.

**Decision Quality**. Makes good decisions (without considering how much time it takes) based upon a mixture of analysis, wisdom, experience, and judgement; most of his/her solutions and suggestions turn out to be correct and accurate when judged over time; sought out by others for advice and solutions.

**Integrity and Trust**: Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn’t misrepresent him/herself for personal gain.

**Intellectual Horsepower.** Is bright and intelligent; deals with concepts and complexity comfortably; described as intellectually sharp, capable, and agile.

**Problem Solving:** Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn’t stop at the first answers.

**Listening:** Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.

**Priority Setting:** Spends his/her time and the time of others on what’s important; quickly zeros in on the critical few and puts the trivial aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.

**Perseverance:** Pursues everything with energy, drive, and a need to finish; seldom gives up before finishing, especially in the face of resistance or setbacks.

**PHYSICAL CAPABILITIES**

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| **Physical Requirements:** | Medium work **–** Exerting up to 50 lbs. of force occasionally or up to 20 lbs. of force frequently, or up to 10 lbs. of force constantly to move objects. |
| **Visual Acuity:** | Arm's reach visual acuity **–** Worker is required to have visual acuity to perform activities such as operating machines (i.e. lathes, drill presses, power saws & mills) where the seeing job is at or within arm’s reach; performing mechanical or skilled trades tasks of a non-repetitive nature (i.e. ones by carpenters, technicians, service people, plumbers, painters, mechanics, etc.)  Close visual acuity **–** Worker is required to have close visual acuity to perform activities such as preparing & analyzing data & figures; transcribing; viewing a computer terminal; extensive reading; visual inspection involving small defects, small parts or operation of machines (including inspection); using measurement devices; or assembly or fabrication of parts at distances close to the eyes.  General observations visual acuity **–** Worker is required to have visual acuity to determine the accuracy, neatness & thoroughness of the work assigned (i.e., custodial, food services, general labor, etc.) or to make general observations of facilities or structures (i.e., security guard, inspection, etc.)  Motor vehicle visual acuity **–** Worker is required to have visual acuity to operate motor vehicles or heavy equipment. |
| **Physical Activities:** | Balancing **–** Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or moving surfaces. This factor exceeds the amount & kind of balancing required for ordinary locomotion & maintenance of body equilibrium.  Feeling **–** Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.  Fingering **–** Picking, pinching, typing or otherwise working, primarily with fingers rather than with whole hand or arm as in handling.  Grasping **–** Applying pressure to an object with the fingers and palm.  Hearing **–** Perceiving the nature of sounds at normal speaking levels with/without correction, & having the ability to receive detailed information through oral communication, & making fine discriminations in sound.  Kneeling **–** Bending legs at knee to come to a rest on knee or knees.  Lifting **–** Raising or moving objects/patients from a lower to higher position or horizontally from position to-position. This factor is important if it occurs to a considerable degree & requires the substantial use of the upper extremities & back muscles.  Pulling **–** Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.  Pushing **–** Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.  Reaching **–** Extending hands or arms in any direction.  Repetitive motions **–** Making substantial movements/motions of the wrists, hands, or fingers.  Standing **–** Remaining upright on the feet, particularly for sustained periods of time.  Stooping **–** Bending body downward & forward by bending spine at the waist. This factor is important if it occurs to a considerable degree and requires full use of the lower extremities & back muscles.  Talking **–** Exchanging ideas by means of speaking; those activities where detailed or important spoken instructions must be conveyed to other workers accurately, loudly, or quickly.  Walking **–** Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another. |
| **Physical Conditions:** | Exposed to Inside conditions **–** Subject to inside environmental conditions; protected from weather conditions, but not necessarily from indoor temperature changes.  Exposure to infectious disease **–** Subject to infectious diseases including blood & other potentially infectious body fluids & tissues.  Work around mental health patients – Worker maybe required to function around mental health patients.  Not exposed to adverse conditions **–** Worker is not substantially exposed to adverse environmental conditions (as in typical office or administrative work). |

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| **Acknowledgement** | | |
| I have read the above job description and fully understand the requirements set forth. I understand the agency reserves the right to revise and/or changes job duties, tasks, work hours/shifts, and work requirements at any time. I have noted below any job duties that I am not able to perform, with or without accommodation. I have also noted any accommodations that are required to enable me to perform these duties.  Comments:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | |
| Employee Print Name: | Employee Signature: | Date: |
| Supervisor Print Name: | Supervisor Signature: | Date: |