



JOB TITLE: Operations Analyst

EMPLOYER: ReBUILD Metro, Inc.

DEPARTMENT: Operations

REPORTS TO: Director of Operations

EFFECTIVE DATE: 3/29/2022

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 internal 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);

COMPETENCIES:

- **Diversity** - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.
- **Ethics** - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.
- **Conceptual Thinking** – Demonstrates an ability to understand a situation or problem by identifying patterns or connections and addressing key underlying issues.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Quality Management** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- **Technical Skills** - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- **Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- **Teamwork & Diplomacy** - Works co-operatively with others, working together as opposed to working separately or competitively. Regards team members in a positive light and willingly participates in a team setting. Keeps team members informed and up-to-date about all relevant or useful information, even if not directly required to do so. Solicits ideas and opinions to help form specific decisions or plans. Values others' input and expertise and is willing to learn from others.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Occasionally required to stand
- Occasionally required to walk
- Frequently required to sit
- Frequently required to utilize hand and finger dexterity
- Frequently required to talk or hear.
- While performing the duties of this job, the noise level in the work environment is usually moderate.
- The employee must occasionally lift and /or move more than 10 pounds.
- Additional remarks regarding work environment: This role routinely uses standard office equipment such as computers, telephones, photocopiers, filing cabinets and fax machines.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.