



Job Title: Business Analyst
Department: Operations
Reports to: Managing Partner, Operations
Date: January 2018

About JumpStart Inc.

JumpStart is a non-profit venture development organization that unlocks the full potential of diverse and ambitious entrepreneurs to economically transform entire communities. We provide a combination of funding and high-impact assistance for entrepreneurs and small business owners while also managing the Northeast Ohio ESP Network, a collaborative group of entrepreneurial support organizations located throughout Northeast Ohio.

JumpStart has also built a national reputation as a champion for greater diversity—winning numerous awards, including the 2017 Ohio Martin Luther King Jr. Economic Opportunity Award, for our strong commitment to economic inclusion. We strive to find new ways to connect with entrepreneurs and small business owners in traditionally underserved communities, and we also believe in creating/maintaining a diverse internal team to maximize our own performance as an organization. Thus, we are actively seeking candidates who will bring racial, ethnic and/or gender diversity to this role.

Key to JumpStart's success is its ability to leverage the skills, experience and creativity of its inspired team to transform entrepreneurial aspirations into actions with measurable impact. JumpStart associates take great pride in making JumpStart a highly demanding yet incredibly fun place to work.

Position Summary

JumpStart's operations team provides stakeholders services ranging from day-to-day support up to strategic leadership, building connectivity between people and business processes in an environment of ever-changing requirements. This role is strategic and blends business process improvement methodologies and technical savvy with a big-picture vision, analytical know-how and the drive to make that vision a reality.

JumpStart business processes are critical to manage the activities needed to support local entrepreneurs for them to grow, generate jobs and transform their local communities. Additionally, well designed business processes help provide external stakeholders with reporting that demonstrates the positive economic outcomes their funding has provided.

This position will provide JumpStart and other external stakeholders with reliable, practical, responsive, well documented and technologically appropriate solutions for the management of business processes and the flow of information. The Business Analyst will work with staff to

create current (“as-is”) and future (“to-be”) narratives of business processes, create project plans to implement or update systems to fulfill those needs, and provide continuous improvement and training.

The person in this role should expect to interact with staff at all levels of the organization to identify and document business requirements, co-develop business processes with staff and identify, implement, and maintain technical systems to solve those needs and business requirements.

Essential Job Functions

- Create current (“as-is”) narratives for all existing business processes. Research, review, and analyze best practices and the effectiveness and efficiency of existing processes and develop strategies for enhancing or further leveraging these processes.
- Develop use cases by investigating and identifying needed changes in processes and requirements to existing systems.
- Create future (“to-be”) narratives to identify, implement, manage, and adjust technical solutions to solve business needs.
- Identify technical problems and develop solutions to support business objectives and plan for seamlessly integrating new processes with existing business processes.
- Develop business modeling standards and guidelines.
- Gain a deep understanding of the user experience to identify and fill business process gaps and generate new ideas that help enhance the end solution, improve user experience and drive overall operational excellence.
- Communicate system and process changes, enhancements, and modifications—verbally or through written documentation— to all stakeholders so that issues and solutions are understood.
- Provide end user documentation and ongoing training to ensure all systems and processes are embraced and followed.
- Identify, detect, create and document new business processes towards accomplishing business goals specific for the organization.

Physical Demands/Working Conditions

Limited travel within the Northeast Ohio area. Will work some occasional nights and weekends to minimize downtime to systems during regular business hours.

Required Qualifications

Education, Training and/or Experience

- Bachelor's degree in business, marketing, computer science or a related field or equivalent experience
- 5+ years of experience in a position with increasing responsibilities
- Experience with Salesforce and other CRM, ERP, and other complex corporate data systems
- Experience with modeling tools such as Visio
- Experience documenting business needs and requirements and selecting and implementing products and systems to fulfill the organizations business requirements
- Experience managing complex projects with competing priorities which use a variety of both internal and external resources to complete the work.

Knowledge, Skills, Abilities

- Strong problem-solving skills and willingness to roll up your sleeves to get the job done right and at the right time
- Expertise in creating clear, concise documentation of business processes and system solutions
- A firm understanding of Microsoft Office – Word, Excel, and PowerPoint. Must be proficient in a Windows environment and computerized productivity software.
- Ability to translate business needs and end user requirements into system solutions and supporting documentation
- Excellent interpersonal and communication skills, including the ability to work with all levels of management to ensure the successful completion of projects on deadline
- Superior group/team facilitation skills
- Detail-minded and able to perform all tasks necessary to complete projects with a high degree of accuracy
- Multiple simultaneous projects need to be managed effectively; priorities among projects need to be assessed
- Self-starter able to work independently

Preferred Additional Qualifications

Certifications, Licenses, Registrations

- One or more Salesforce.com Certifications or other related software certifications (preferred)

JumpStart's Core Values and Key Cultural Behaviors

RESULTS DRIVEN

- Act with a strong sense of urgency and focus where there is the greatest return on effort
- Have enormous energy and the ability to energize others
- Strive for continuous improvement while being mindful that perfection can be the enemy of good

ENTREPRENEURIAL

- Pursue promising opportunities and be prepared to succeed or fail fast
- Be open to good ideas from anywhere
- Embrace change as an opportunity, not a threat

ACTIVELY INCLUSIVE

- Be intentional, open and inviting to engage ambitious entrepreneurs and stakeholders with diverse backgrounds, experiences and perspectives
- Be knowledgeable about issues of race, gender and economic equality
- Seek opportunities to introduce inclusive approaches in our thinking and actions

CUSTOMER FOCUSED

- Seek out and respect our customers' voices and needs to achieve our long-term mission
- Wow them with solutions to their problems
- Deliver on commitments each and every time

TRUSTWORTHY

- Treat people fairly and with respect
- Be open and honest with each other in a constructive way
- Instill confidence that everyone will deliver on their commitments

COLLABORATIVE

- Hold each other accountable for our actions
- Listen to and consider the wisdom of the people at the table
- Involve others to multiply our effectiveness and generate best outcomes

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. The requirements listed above are representative of the minimum knowledge, skill, and/or ability required. To perform this job successfully, an individual must be able to satisfactorily perform the essential functions of the job according to specific company requirements. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions. JumpStart Inc. is an Equal Opportunity Employer.