



Business Process Analyst

(Exempt)

DEPARTMENT: REPORTS TO:

Director, Information Technology

OVERVIEW: We seek a highly motivated and detail-oriented business process analyst to join us at Motley Rice. As a vital team member, you will be responsible for identifying areas of improvement in our current business processes, collaborating with IT on new strategies and technologies, and collaborating with stakeholders to ensure alignment and successful adoption of the new procedures. Additionally, you will conduct process audits and performance assessments to ensure the effectiveness of the new processes and provide training and support to the team members in collaboration with Firm trainer(s), to ensure that the best practices are followed.

If you're a self-starter, motivated and want to make a significant impact in the business world, we would love to have you. We offer competitive salary package, health, vacation & other benefits.

ESSENTIAL FUNCTIONS:

- Analyzing current business processes, workflows and procedures to identify areas for improvement.
- Developing and implementing optimized processes and procedures to enhance efficiency, productivity and customer satisfaction.
- Collaborating with stakeholders to design and execute process improvement initiatives aligned with Firm goals.
- Monitoring and evaluating the effectiveness of implemented process changes, measuring key performance indicators and making necessary adjustments for continuous improvement.
- Stay updated on industry trends, emerging technologies and process improvement methodologies.

YOUR TASKS:

- Conduct a thorough data analysis and process mapping to identify obstacles, inefficiencies and opportunities for improvement.
- Collaborate on the development and implementation of relevant processes and technologies to optimize the Firm's internal operations.
- Collaborate with cross-functional teams to implement process changes, ensuring smooth transitions and minimal disruption to operations.
- Monitor process audits and evaluate the effectiveness of implemented process changes, gathering feedback and making necessary adjustments.
- Create process documentation and guidelines, including standard operating procedures and workflow diagrams.
- Provide training and support to team members on new processes and best practices as needed in collaboration with Firm trainer(s).

REQUIRED KNOWLEDGE/EDUCATION/CERTIFICATIONS:

- Bachelor's degree in business administration, management or a related field or equivalent experience.
- 3+ years of experience in business process analysis.
- Familiarity with process mapping and modelling techniques.
- Strong analytical skills with the ability to collect, study and interpret complex data.
- Ability to manage and perform multiple complex tasks as part of the daily work assignment.
- Proficiency in Microsoft Office suite, including Excel, PowerPoint and Visio.
- Strong communication and presentation skills to effectively communicate process changes and recommendations to stakeholders at all levels.
- Familiarity with data analytics and visualization tools.

WORKING HOURS:

Work may require more than 40 hours per week to perform the duties of the position. Work may require travel.

WORKING CONDITIONS:

Overtime is possible and may be expected to perform the essential functions of the position.

Work is performed in a normal heated or air-conditioned office environment.

*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 essential functions, responsibilities or requirements. This job description must not be misconstrued as a promise of employment, nor deemed as an employment contract. EOE.
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