

Business Analyst Position Description

Department: Information Technology
Reports to: Director of IT
FLSA Status: Full-Time, Non-Exempt
Salary: \$73,840 - \$85,800



Leader Dogs for the Blind, an international organization based in Rochester Hills, Michigan, has been empowering individuals who are blind or low vision for over 85 years. We provide comprehensive guide dog services and orientation and mobility training, equipping individuals with lifelong skills for safe and independent daily travel. Our life-changing work is provided free of charge, and we are 100% philanthropically funded. Our mission is driven by 191 dedicated team members and more than 1,000 volunteers who advocate alongside our clients to create a more equitable world.

Why work at Leader Dogs for the Blind?

- Medical, Dental and Vision Insurance after 30 days of employment
- Employer paid life insurance
- Employer paid disability insurance
- 401k with employer match
- Flexible spending account
- Paid time off front loaded on first day of employment
- Annual merit-based pay increases
- Dog friendly office

SUMMARY

This position is responsible for providing strategic and tactical support to the organization by collecting, integrating, organizing, analyzing and interpreting the data to provide creative solutions. The Business Analyst performs data and process analysis in response to business needs and develops rules and methodologies for effective data management through use of various analysis tools and computer systems technology.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Assures the integrity of organizational data, including data extraction, storage, manipulation, processing and analysis.

Supports data analysis with standard statistical methods and provides recommendations and solutions that support strategic plan initiatives and other operational metrics.

Researches, reports, and analyzes of data across all client, team, web site, and canine sources and other operational metrics as requested.

Assists in the development and maintenance of internal and external dashboards and other reporting tools.

Assists in defining and documenting business process, strategic fit and primary objectives thereof. Identifies and validates the key business requirements including return on investment.

Participates in ongoing decisions concerning data collections, methodology, and data analysis.

Performs other duties as assigned.

EDUCATION AND EXPERIENCE

3-5 years of relevant experience in process analysis, statistics, computer science, mathematics, MIS, or related field. Previous experience in a guide dog-related business strongly preferred.

KNOWLEDGE, SKILLS AND ABILITIES

Proficiency with the latest version of MS Office and Microsoft Dynamics CRM is required; experience in MS Project is preferred.

Advanced Excel user, including proficiency in pivot tables and charts. Clear understanding of relational database architecture and design, including strong SQL querying skills.

Experience with reporting tools such as SQL Server Reporting Services, Business Objects or Crystal Reports experience is required.

Advanced data analysis skills; knowledge of statistical methodologies and techniques

Business awareness and numerical ability.

Ability to listen actively by summarizing, asking clarifying questions, and interpreting.

Ability to critically evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a general understanding, and distinguish user requests from the underlying true needs.

Strong statistical, analytical and project management skills required, including a thorough understanding of how to interpret business needs and translate them into report and operational requirements.

Understanding of system security concepts.

Familiarity with analyzing data from Google Analytics and email marketing statistics such as click through rates, open rates and response rates.

Possess sound business judgment, exercise professional conduct, understand and follow business ethics and standards, and maintain a high level of confidentiality in all duties.

Must be comfortable with and willing to work around large dogs.

Willing to perform general public relations duties on behalf of Leader Dog (perform tours, answer general questions, be a professional and courteous representative of Leader Dog, etc.).

Ability to establish and maintain professional, productive and courteous interactions with employees that promote positive teamwork, as well as with volunteers, donors, students and all constituents of Leader Dog. This encompasses going beyond giving and receiving instructions

and includes but is not limited to (a) performing work activities requiring interacting or speaking with others; and (b) responding appropriately to constructive feedback or suggestions for improvement from a supervisor.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to communicate and exchange accurate information using various methods including in-person, messaging, telephone, virtual meeting, and email.

Leader Dogs for the Blind reserves the right to change, amend, add, delete, and otherwise assign any and all duties, responsibilities and position title as it deems necessary to meet the needs of its business.

Leader Dogs for the Blind is an at-will employer. This means that the employment relationship may be ended at any time without notice by the employer or employee for any reason. Neither this document, nor any manual issued by Leader Dogs for the Blind, is a contract of employment.

Apply on our website at [Leader Dogs for the Blind Careers](#)