

WESTMONT COLLEGE

Business and Systems Analyst

Advancement Services

Position Summary:

Serves as a key member of a team that analyzes and enhances the processes of Advancement, by designing and building solutions to impact inefficiencies and create innovative service models. Identifies opportunities for business process improvement.

Qualifications: Requires a Bachelor's in Computer Science, Communication, or related degree, 2-3 years of previous work experience in a similar position, and at least 1 year experience as Salesforce administrator required. Also requires high proficiency in Excel, Access, SQL, and other statistical analysis tools as well as an analytical mindset, data interpretation skills, and programming ability. Java/Apex programming skills highly preferred. Must have strong communication skills, attention to detail, creativity, and be persistent, self-motivated in applying research and analytical abilities to technical solution-building to support the college's mission, possess strong understanding of customer relationship management, data mining, and predictive modeling tools and techniques. Must be comfortable managing multiple projects while working under tight deadlines and able to maintain excellent documentation. Requires personal affirmation of the Christian mission of Westmont College and the Community Life Statement and adherence to its behavioral expectations.

Responsibilities:

Employ problem-solving techniques and tools to analyze and improve college revenue performance and college program efficiencies through conversation with stakeholders followed by design, implementation, and training on technical solutions.

- System Administration and Architecture
 - With the Sr. Director of Advancement Services, assist in administering the college's CRM system, Salesforce, including sharing data across departments and systems, building reports, and working towards fully utilizing the college's current applications.
 - Assist the Sr. Director of Advancement Services with filling data requests as needed to maintain timely turnaround.
 - Lead, identify, design, and implement information systems.
 - Design and implement operational reports to track revenue goals, program success and larger data trends.
- Strategic Data Services
 - Work with other OCA and Admissions staff to identify operational questions and issues that can be answered or addressed with technical solutions and data.
 - Analyze data to identify and recommend business solutions and optimize business process.
 - Lead projects geared at optimizing business processes and ensuring reliability.
 - Consistently meet with stakeholders within and outside OCA to ensure employees have access to data and systems that will allow them to work more effectively. This will include building technical solutions to meet their needs and involve the judicious use of declarative development and code-level development in Salesforce.
- Manage Gift Processing Operations
 - Motivate, supervise and evaluate the performance of Sr. Gift Processor.

- Ensure financial transaction data is appropriately and effectively distributed to various offices at Westmont, including the Business Office.
- Discover and research data inconsistencies and work with the Sr. Gift Processing Specialist to determine appropriate steps.
- Expectations for workplace demeanor include but are not limited to: working collaboratively and harmoniously with co-workers, vendors and others by sharing ideas and resources willingly, constructively and positively; listening to and objectively and respectfully considering the ideas and perspectives of others; readily admitting and correcting personal mistakes; meeting commitments; keeping your supervisor and others who may be affected informed about work progress; addressing problems willingly and constructively to discover practical and lasting solutions acceptable to all parties; working promptly toward reconciliation and forgiveness during conflict; respecting the diversity of our community in words and deeds; ability to successfully manage conflicting priorities and deadlines.. Westmont expects employees to avail themselves wherever necessary, demonstrating flexibility and openness to new requests and responsibilities in order to foster an environment of collaboration.
- Other duties as assigned.

Reports to: Sr. Director of Advancement Services

2.2019