

JOB DESCRIPTION 4-24-17

DEPARTMENT: Operations

MANAGER:

Jean L Sullivan

JOB TITLE: Salesforce Admin/Business Analyst

DATE UPDATED:

1-4-19

Company Background

Creative Materials Corporation (www.porcelaintile.com/www.creativematerialscorp.com), established in 1993, specializes in the supply of architectural tile and natural stone to the commercial construction industry. With corporate offices in Albany, NY and established markets across the U.S., Creative Materials represents hundreds of manufacturers of interior and exterior finish materials worldwide and excels in the promotion and specification of said materials with architects, interior designers and multi-unit corporate brands. With a focus on large commercial projects and multi-unit national account brands, Creative Materials can provide its clients with a unique value proposition including dedicated service teams, project management and superior logistics services ensuring that the supply of its building materials to complex commercial construction projects is achieved on time and on budget.

Creative Materials closely manages all projects from the initial design and specification stage to ordering and delivery of material. The company also provides value-based information on installation and maintenance. Logistics, customer service and sales departments are all integrated and create an attentive and dedicated team that proactively responds to the client and understands the entire design, development and construction process.

Location

Position is based in Creative Materials' corporate headquarters located in Albany, NY.

Summary

This position reports to the Director of Business Process Optimization and will help drive and implement process improvements and system enhancements/implementations that impact our internal and external customers. The analyst role will be the primary project manager for large scale software/system initiatives from requirements gathering, project plan development, performing QA testing, and communicating with the user community and management on progress. They will serve as the "translator" for cross functional teams who identify areas of automation and improvement, whether it is a new process or a system/software change, converting the request to technical requirements and then execution.

Responsibilities

- Strive toward continual optimization across processes using technology to solve issues, increase efficiency, and add to the bottom line.
- Work as a liaison among business and technical stakeholders to elicit, analyze, communicate and validate requirements for changes to business processes, policies, information, and information systems.

- Develop elements of systems design, including user stories, business process documentation, workflow charts, diagrams, data migration rules, business rules, wireframes, or other detailed deliverables
- Facilitate meetings to gather relevant information and to ensure understanding of the audience's knowledge and the stage of project life cycle.
- Coordinate reviews and signoffs with stakeholders to ensure the documentation accurately portrays the business need.
- Create and validate project work plans and schedules to ensure accuracy, effectiveness, thoroughness, and execution.
- Prepare training plans, release notes, customer announcements, and other internal job aids to facilitate successful product deployments.
- Perform triage, troubleshooting and analysis of reported issues to determine a resolution and translate into actionable items.
- Identifies key factors behind basic problems and establish a path to solve them; proposes approaches to solve more complicated problems; investigates and diagnoses anomalies in routine business results.
- Perform product demos as needed.
- Demonstrate an aptitude to quickly learn business processes.
- Demonstrate ability to develop strong relationships with key business resources.
- Perform other duties and/or special projects as assigned.

Skills and Qualifications

- Bachelor's degree - in technology, programming, or business preferred
- 5 years of hands-on experience as a Business Systems Analyst delivering cutting edge technology and/or software applications.
- Innate curiosity about technology and how technology can solve problems.
- Experience and knowledge of general business applications (i.e. Salesforce, ERP systems) and workflows
- Excellent and demonstrated skills in meeting facilitation, cross functional relationship management, leadership, critical thinking, technical writing, training and presentation skills.
- Strong interpersonal skills necessary to interact effectively with team members, managers, vendors and all levels of cross-functional teams and management in a highly dynamic and demanding work environment.
- Ability to manage multiple projects at the same time and shift priorities quickly.
- Proven strong problem-solving skills; troubleshooting and root cause analysis.
- Ability to work with a minimal amount of direction while being pro-active in keeping their management informed on project related issues
- Strong MS Office skills including Visio and MS Project
- Intermediate experience using SQL or other programming languages
- Knowledge of all phases of the Software Development Life Cycle