



The Denver Foundation

JOB TITLE: Operational Excellence Analyst

Reports to: Director of Operational Excellence

FLSA Status: Exempt - Administrative Exemption

POSITION SUMMARY:

The Operational Excellence Analyst supports our continuous improvement and operational excellence initiatives across the foundation. Reporting to the Director of Operational Excellence, this position will support cross-department collaboration by managing process workflow and systems improvement projects. The Operational Excellence Analyst is responsible for supporting the foundation's enterprise resource planning platform (Community Suite) as well as supporting the ongoing implementation of Microsoft applications. The analyst also supports our foundation services to deliver excellent customer service to our internal and external stakeholders.

RESPONSIBILITIES & ESSENTIAL FUNCTIONS

- Manage projects from start to finish, including brainstorming, scope, testing, executing, and training
- Ensure project deliverables are clear by developing a project plan, project timelines, process documentation, workflow mapping, transition plan, and hand-off plan
- Facilitate activities that will help each project stay on schedule and adhere to deadlines
- Coordinate and facilitate cross-departmental collaboration across multiple teams with competing priorities
- Gather and organize information on problems or procedures
- Support the foundation's ongoing implementation of Microsoft applications
- Support the foundation's enterprise resource planning platform (Community Suite), including maintaining the software systems and training users on the software
- Ensure the data across multiple databases is clean and maintained
- Support foundation-wide reporting from the enterprise resource planning platform
- Serve on the foundation's cross-departmental operational excellence team
- Provide backup for the frontline support team and support for visitor management for all constituencies at the building

REQUIRED QUALIFICATIONS:

- Minimum of 5 years of experience in product, project, or business function management
- Strong database management and business operations experience
- Intermediate knowledge of the purpose and use of an Enterprise Resource Planning (ERP) system
- Highly skilled in the use of Microsoft Office applications
- Strong working knowledge of business process development and improvement

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- Exceptional trouble-shooting, resourcefulness, and time-management skills
- Excellent facilitation and training skills, end-user focused
- Strong attention to detail
- Customer service orientation
- Ability to work with a multitude of voices, opinions, and backgrounds
- An unwavering commitment to racial equity
- Belief in the model of community foundations
- Ability to build relationships with people of diverse backgrounds, perspectives, and cultures

PREFERRED QUALIFICATIONS:

- Knowledge and understanding of philanthropy and the nonprofit sector

WORK ENVIRONMENT: The position is based in an office environment with a mix of private offices and cubicles.

PHYSICAL DEMANDS:

- Daily communication via phone.
- Frequent extended hours in front of a computer screen with or without accommodations.
- Occasional carrying of objects up to 20 pounds.
- Occasional activities occurring outdoors.

ADDITIONAL ELIGIBILITY QUALIFICATIONS:

- Must be authorized to work in the United States

OTHER DUTIES: Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this position. Duties, responsibilities, and activities may change at any time.

COMPENSATION: This is a full-time, exempt position. The Denver Foundation offers a competitive benefits package, including paid time off, retirement contributions, tuition assistance, and medical, life, and disability insurance. The starting salary for this position ranges from \$65,000 to \$70,000, depending on experience.

THE DENVER FOUNDATION'S ANTI-DISCRIMINATION POLICY: The Denver Foundation shall not discriminate based on race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, military status, in any of its activities or operations. These activities include but are not limited to hiring and firing staff, selection of volunteers, selection of vendors, and provision of services.

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The Denver Foundation practices and champions inclusiveness in our community. We honor all community members' diverse strengths, needs, voices, and backgrounds. Candidates from traditionally marginalized communities are especially encouraged to apply.

JOB DESCRIPTION STATEMENT:

I have read and understand and accept the job description, including the qualifications and the requirements of the described position. I certify that I can and will perform the duties and all responsibilities required for this position.

Printed Name:

Date:

Signature:

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