



Job Description

Job Title:	Business Analyst
Function:	Product & Program Mgmt.
Group:	N/A
Office Location:	New York or North Carolina
Reports to Title:	Director of Research and Innovation
Geographic Scope:	National
FLSA Status:	Exempt

The statements below reflect the general responsibilities and requirements of the identified position but may not describe all the work requirements that may be inherent in the job.

IV. Job Summary & Details:

Single Stop is seeking a full-time Business Analyst to support research, innovation, and product development projects through data analysis, site evaluation, and market analysis. This position will work within the research and innovation team to support all Single Stop's evaluation efforts, seeking to answer critical questions about the organization's efficacy and potential for impact. This will include implementation of strategic goals that will inform all Single Stop teams as they pursue excellence in the field of benefits access and education. This position partners closely with Single Stop's Data Analyst and Policy and Research Specialist, and is a direct report to the Director of Research and Innovation.

About Single Stop: Single Stop harnesses America's most effective anti-poverty tools to create economic mobility for low-income families and individuals. Through a unique one-stop shop, Single Stop provides coordinated access to a safety net worth nearly \$1 trillion and services provided by almost a million nonprofits—connecting people to the resources they need to attain higher education, obtain good jobs, and achieve financial stability. Single Stop partners with organizations that serve low-income families to provide wraparound services and ensure their clients have access to all the major anti-poverty resources available.

E. Essential Job Duties and Responsibilities:

- **Data, research, and evaluation**
 - Track site-specific data, utilizing KPI to flag areas where site performance appears less successful and report the Business Development Team.
 - Collaborate with the Director of Research and Innovation to track market trends and inform decisions about areas of company growth.
 - Partner with the Policy and Research Specialist to identify key areas where Single Stop can strengthen its role as a leader in benefits access.
 - Support the Data Analyst in program evaluation efforts as needed.
- **Innovation and project support**
 - Engage in research to inform feasibility of new opportunities for growth and improvement.
 - Engage in drafting of RFPs and other proposals.
 - Support reporting efforts through the curation and analysis of site-level data as needed.
 - Support the tech team in ensuring all client-facing reporting functions are working properly.
- **Strategic planning and goals**
 - Implement team strategic goals in alignment with Single Stop's strategic plan.
 - Support the Director of Research and Innovation in the ongoing development of Single Stop's organizational strategic goals.

F. Managerial Responsibilities:

- Position's supervisory accountability: **Individual Contributor**
- People-management scope of the position (*completed for positions that directly or indirectly manage or supervise others*). Number of:
 - Direct Reports: **None**
 - Indirect Reports: **None**
- Key stakeholders this position is expected to internally and externally interact with:
 - Internally:*
training and support team, technology team, business development team, partnerships and programs team
 - Externally:*
current Single Stop partners (if applicable)

G. Travel Requirements: Yes No

If yes, the expected travel requirements of the position are listed below.

- Percent travel required: **1-10%**

H. Physical Demands: Yes No

V. Education/Qualifications & Work Experience:

Required:

- Advanced degree
- 2-3 years of working experience as a business or data analyst
- Experience with data analysis and reporting in professional settings.
- Proficient with research and information-gathering.
- Analytical and critical thinker.
- Strong writing and presentation skills.
- Strong understanding of privacy and confidentiality laws and practices with an emphasis on these as they interface with technology.
- Demonstrated ability to utilize data and trends to develop long and short term strategic goals.
- Strong qualitative and quantitative analysis skills with experience managing outcome-oriented strategies.
- Demonstrated ability to work with a diverse set of key stakeholders from government, education, and non-profit sectors collaboratively.
- Strong interpersonal and collaboration skills; proven ability to be flexible in a team-oriented approach with diverse groups of people.
- Proven ability to efficiently and effectively handle multiple tasks at the same time.
- Strong knowledge of program evaluation and communicating impact.
- Comfortable operating independently and in close coordination with teams and strategic partners.
- Keen attention to detail and emphasis on accuracy and quality of work.

Preferred:

- Advanced degree
- 3-5 years of working experience as a business or data analyst
- Extensive experience with data analysis and reporting in professional settings.
- Highly experienced with research and information-gathering.
- Experience in managing research and evaluation projects.
- Experience working with teams developing software and new technologies.

VI. Competencies

Required:

Organizational Competencies – Every Single Stop employee must be adept at the following:

- Commitment to, and passion for, the mission and values of Single Stop and the challenge of helping Single Stop support its rapid growth and achieve maximum impact.
- Adaptable / Flexible: Easily adapts to changing organization needs and work priorities.
- Persistent / Resilient: Is not easily deterred by or because of obstacles or challenges. Quickly recovers and remains strong and unaffected after something challenging occurs.
- Team Oriented / Collaborative: Interacts and engages effectively with colleagues within and across departments.
- Initiative / Motivated: Self-directed person who takes appropriate action to influence outcomes and / or drive progress and positive change. Displays energy and enthusiasm in approaching their job.

Role-Specific Competencies – These competencies are necessary for this role.

- Excellent communication skills across multiple channels (e.g., written and verbal).
- Ability to quickly build (and maintain) strong relationships with key stakeholders
- Demonstrated ability to multi-task, including shifting priorities and concurrent tactics
- Strong critical thinking skills (ability to problem solve, find new / creative solutions to complex problems and to appropriately challenge legacy) and the ability to problem-solve with multiple stakeholders

Applications:

- All applications must include a resume and cover letter
- Submit to Alissa Garrigo at agarrigo@singlestop.org