



Position Title: Business Process Administrator
Reports to: Business Process Manager
Location: Wichita

Girl Scouts Vision & Mission

Girl Scouts is a non-partisan, inclusive organization. We are the world's preeminent leadership development organization for girls, building girls of courage, confidence, and character, who make the world a better place.

Position Summary

The Business Process Administrator is responsible for supporting the Business Process Manager. Monitor data quality, identify issues, and develop solutions to improve business processes. Communicate across departments and teams to ensure consistent processes for data entry.

Essential Duties & Responsibilities

- Salesforce power user and administrator.
- Regularly monitors and works data clean up reports to ensure data accuracy.
- Works with Manager to trouble shoot issues in CRM system and submit Help Tickets as needed.
- Attend relevant trainings, webinars and chatter groups to increase knowledge and awareness of current processes and potential issues.
- Works both independently and as a contributing member of a team, and is able to work with diverse groups of people to accomplish goals.
- Applies Cookie Credits for membership, ensuring accurate entry in Salesforce and UltraCamp systems.
- Works with Manager to identify, create, and document best practices and council processes.
- Maintains familiarity with the Council's business practices and procedures.

Skills & Qualifications

- Experience: 2+ years of progressive experience in business processes and systems.
- Business process expertise: Strong experience in business system analysis, data analysis, testing methods, and business process & system requirement definition. Able to learn a variety of business software applications and guide users in establishing efficient and effective processes.
- Business systems expertise CRM user experience required, with Salesforce experience preferred. Advanced PC and MS Office skills required.
- Communication abilities: Excellent verbal and written communication skills, including ability to present technical information to diverse groups of non-technical people.

- Interpersonal skills: Must have high level of interpersonal skills and ability to collaborate & build rapport with others at all levels of the organization. Self-starter that demonstrates initiative and flexibility.
- Problem-Solving: Able to identify, analyze, and resolve complex problems systematically.
- Highly organized with keen attention to detail
- Strong computer user skills in Microsoft office including Word, Excel and Outlook and applications such as Salesforce
- Ability to quickly learn new computer programs and help others understand the capabilities of these systems
- Able to learn, understand, and apply tools in Salesforce
- Demonstrated ability to define problems, establish facts and draw valid conclusions, especially in relation to interpreting and solving database anomalies
- Able to analyze and improve business processes as needed
- Takes initiative to find solutions for process issues
- Able to communicate with multiple team members in different locations
- Ability to coordinate multiple tasks and deadlines
- Demonstrates initiative in solving problems
- Passion for GS Mission
- Commitment to GSKH Operational Core Values

Hours/Travel

- Less than 10% travel

Major Accountabilities

- Monitor and work data clean up reports
- Trouble shoot issues in CRM system
- Apply Cookie Credits for membership

Credentials, Licenses or Designations

Valid Kansas driver's license, access to reliable transportation, and proof of insurance (if incumbent is expected to travel to multiple council locations or off site events).

Competencies

- Interpersonal Relations - Establishes rapport with others at all organizational levels; respects others; considers and responds to the needs, feelings, and capabilities of others; establishes and maintains an open dialogue with others; has demonstrated ability to market the Girl Scout value proposition through a variety of communication venues including in person, over the phone and online.
- Oral and Written Communication abilities (i.e. In person, verbal, written) - Expresses ideas and facts in a clear and understandable manner appropriate for the individual or group; listens to and comprehends what others are saying; prepares organized and structured presentations; has demonstrated ability to work with a wide range of sensitive and confidential issues and communicate information effectively to non-technical people which includes a diverse group of girls, volunteers, and staff.
- Problem-Solving - Identifies, analyzes and communicates existing and potential problems systematically and thoroughly; obtains and evaluates relevant information and contributing factors; identifies important interrelationships; defines and/or implements solutions after evaluating alternatives and anticipating their impact; supports decisions or recommendations with data and/or

reasoning; excellent independent decision-making skills and strong resourcefulness. The ability to think outside the box, anticipate outcomes and make course corrections as appropriate.

- Project Management – demonstrates ability to coordinate multiple projects while managing conflicting priorities and deadlines; formulates short- and long-term project goals, objectives, schedules, and priorities in line with council goals; anticipates issues, obstacles, or opportunities that may impact plans or actions; establishes courses of action for accomplishing goals while attending to and incorporating information obtained during day-to-day administrative tasks.
- Customer Responsiveness - seeks and acknowledges views and ideas from customers; identifies, prioritizes, and addresses customer issues; takes time to answer questions and explain decisions; follows through on commitments to customers in a timely manner; maintains a commitment to continuous improvement.
- Highly organized, self managing, independent thinker possessing strong attention to detail.

Additional Organizational Requirements

- Subscribe to the principles of the Girl Scout Movement and become a registered member of GSUSA.
- All employees of the Girl Scouts of Kansas Heartland must possess a positive attitude with strong work ethic, integrity and honesty and are expected to be flexible, adaptable and thrive in an ever changing/fast-paced environment.
- Develop and maintain sensitivity to employee diversity in the work place. Behave in ways that demonstrate respectful treatment of other employees, volunteers and girls. Practice pluralism and be inclusive with the services provided.
- Incumbents will be expected to proactively contribute to the success of their work team by sharing relevant information, encouraging open dialogue, respecting other team members, supporting collaboration, encouraging ongoing self-assessment and supporting new ideas and ways for achieving established council goals and objectives.

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.
- Sufficient eye-to-hand coordination to successfully operate a computer keyboard.
- Ability to sit for extended periods of time.
- Sufficient visual acuity to make appropriate judgments with regard to Girl Scout materials.
- Ability to travel to and/or attend offsite meetings.
- Physical ability to frequently stop, kneel, bend, crouch, reach overhead, grasp, push, pull, lift and move objects up to 25 pounds at shoulder height, and occasionally lift in excess of 25 pounds.
- Demonstrated normal depth perception.
- See and read printed materials, with or without visual aids; distinguish colors; read and understand rules and policies, labels and instructions.
- Verbal communication including the ability to speak and hear at normal room levels.
- Other demands, as determined by the council.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to complete other duties as assigned.