

## Job Description: Program Operations Analyst

<b>Date Created: March 2021</b>	<b>Location: Detroit, MI</b>
<b>Reports to: Program Manager</b>	<b>Department: Operations</b>
<b>FLSA Status: Exempt (Salary)</b>	<b>Niche: Energy Efficiency</b>

### Company Overview

Walker-Miller Energy Services is a 20-year-old Detroit-based, core-values driven company committed to changing lives through energy efficiency. We create and manage customized energy waste reduction programs that help electric and gas utilities meet mandated energy savings goals.

Our experience driven philosophy of energy efficiency as economic development helps families and businesses save energy and save money. Through innovative, inclusive initiatives, we help build communities by creating local jobs, producing sustainable energy savings for all rate payers, and spurring the growth of diverse local businesses.

Our operating philosophy is reflected in our core values. We refer to them as B-Hive.

- B - Boldly Go
- H - Humble Confidence
- I - Inclusive Stewardship
- V - Value Reputation
- E - Extraordinary Experience

### Position Summary

The Program Operations Analyst is responsible for identifying and delivering key operations improvements to the program. The focus area of these improvements will be with tools (Excel based), process changes, and IM led enhancements. In this role, you will deliver project management deliverables to ensure improvements follow a timeline and meet critical deadlines. The Program Operations Analyst will identify improvement opportunities independently and respond to the needs of the clients and program manager. This position accomplishes this through a respectful, constructive, and energetic style, that exhibits our core values.

**Essential Duties and Responsibilities: This list of duties and responsibilities is not all-inclusive and may be expanded to include other duties and responsibilities, as management may deem necessary from time to time.**

- Embrace and operate within the core values (team members)
- Program Tool Development
  - Identify and deliver enhancements in reporting and tracking of program operations that will drive productivity or improve program management capabilities.
  - Solidify and streamline tools that can be used as client and program deliverables.
  - Develop project timelines and manage to critical milestones to ensure on-time delivery. Report on in progress and upcoming tasks that follow the project timelines.
  - Liaison with other support departments, and potentially the client, to move projects and enhancements to completion.
- Change Management and Support
  - Act as point person for delivering all key process, technology, or tool enhancements.
  - Plan for any necessary training needs, process changes, and reporting capabilities that come as a result of program enhancements.

- Supporting the roll out (which may involve development, testing, and training) of any new tools or program features.
- Focus on identifying and delivering continuous improvement opportunities through system and process advancements.
- Program Reporting
  - Manage all reporting needs of the program which may include invoicing, data entry validations, and troubleshooting.
  - Train additional staff personnel on reporting capabilities to broaden the regions reporting skills.

**Education and Experience:**

- Bachelor's degree in business with an emphasis in Statistics, Data Management, Economics, Finance, Accounting, Operations, Business, or equivalent experience
- 1-2 years of previous customer service, sales, or office experience required.
- 2 years of report design and development.
- 1-2 years in client facing project management.

**Required Knowledge, Skills and Abilities:**

- Strong customer service and communication skills.
- Must be able to handle a wide work variety and work in a fast-paced environment.
- Must be a detail-oriented, organized, self-starter, and have an ability to prioritize workload.
- Ability to identify and resolve project application issues with customers and trade allies.
- Proficient in Microsoft Office, specifically Word, Excel, and Outlook.
- Strong data entry skills in entering information in tracking systems/databases.
- Ability to communicate effectively, both verbally and in writing with customers, clients, and team members.
- Ability to analyze and interpret data and solve practical problems.
- Knowledge of mathematical concepts such as fractions, percentages, and ratios.

**Licenses & Certifications:**

- None

**Travel Requirements**

- None

**Physical Demands and Work Environment**

- Required to sit, stand, walk; talk and hear.
- Ability to lift up to 10 pounds.
- Noise level is typically moderate.

***Note: The physical demand and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.***

**Note: Reasonable accommodations may be made for individuals with disabilities to perform the essential functions of this position.**

**Walker-Miller Energy Services, is an Equal Opportunity Employer**