

City of Roswell, Georgia

JOB DESCRIPTION

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To perform this job successfully, an individual must be able to carry out the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary duties outlined in this job description. This document does not include every task or responsibility that may be required. Employees may be assigned additional duties reasonably related to their position, even if not explicitly listed herein, as necessary to support the City's operational needs.

Business and Performance Analyst

Department: Finance

Pay Grade: 514

FLSA Status: Exempt

Job Code: F309

JOB SUMMARY

The Business Process and Performance Analyst supports the City's strategic and operational excellence by leading cross-departmental performance improvement efforts, analyzing business operations, and informing data-driven decision-making. Reporting to the Deputy Director of Finance for Planning, this position is also assigned to work closely with Senior Vice Presidents to provide enterprise-level guidance on forecasting, performance measurement, and business process optimization. The Analyst collaborates with City leadership, department heads, and staff to ensure alignment with strategic goals and continuous improvement initiatives.

ESSENTIAL JOB FUNCTIONS

- Monitor and report on key performance indicators across departments.
- Design and maintain performance dashboards and reports for internal stakeholders.
- Participate in monthly and quarterly business reviews, identifying trends and improvement opportunities.
- Support departments in aligning performance metrics with strategic goals and budget planning.
- Lead operational reviews from both technical and strategic perspectives.
- Conduct advanced data collection, analysis, and interpretation to support executive decision-making.
- Develop cost-benefit evaluations, life-cycle analyses, business case evaluations, forecasts, and actionable recommendations.
- Report on variances between forecasted and actual results with contextual insights.

- Support the development and tracking of the City's strategic, business, and department work plans.
- Coordinate cross-functional strategic planning and integration with capital and operational efforts.
- Maintain up-to-date knowledge of industry standards, tools, and public sector best practices.
- Present forecasts, economic indicators, and operational analyses to leadership.
- Translate technical findings into clear, actionable summaries for non-technical audiences.
- Serve as an internal advisor on continuous improvement initiatives and policy interpretation.

MINIMUM QUALIFICATIONS

Education and Experience:

- Requires a Bachelor's Degree in Business, Finance, Data Analytics, Public Administration, Economics, or a related field from an accredited institution; five years of progressively responsible experience in financial planning and analysis, data analytics, project management, or performance improvement; or an equivalent combination of education, training, and experience.

Licenses or Certifications:

- Must possess a valid State of Georgia Driver's License or obtain one within 90 days.
- Master's Degree and professional certifications such as Six Sigma, PMP, dashboard creation, or similar credentials are preferred but not required.

Knowledge, Skills, and Abilities:

- Knowledge of performance management frameworks, strategic planning processes, and business process improvement methodologies applicable to municipal operations.
- Demonstrated ability to assess, improve, and redesign operational processes to enhance efficiency, effectiveness, and service delivery.
- Ability to understand the operations, workflows, and business functions across various city departments and apply that knowledge to support analysis, planning, and continuous improvement initiatives.
- Knowledge of quantitative and qualitative analysis techniques, statistical methods, and forecasting models to inform executive-level decision-making.
- Proficiency in Microsoft Office Suite with advanced expertise in Excel and PowerPoint, and demonstrated experience using data visualization platforms such as Power BI or Tableau.

- Familiarity with statistical and analytical tools such as SPSS, SQL, Minitab, or comparable software for evaluating large datasets and producing evidence-based insights.
- Understanding of enterprise systems and the ability to use or learn financial and operational platforms (e.g., Munis, PeopleSoft, Workday).
- Strong analytical and critical thinking abilities, with the capacity to interpret complex data and convert findings into actionable recommendations.
- Excellent written and verbal communication skills, with the ability to tailor content for technical and non-technical audiences, including senior leadership and elected officials.
- Strong project management skills, with the ability to plan, prioritize, and manage multiple initiatives simultaneously under minimal supervision.
- High attention to detail and accuracy in reporting, data interpretation, and process documentation.
- Ability to build collaborative relationships with staff at all levels and foster a culture of innovation and continuous improvement.
- Strong integrity, discretion, and professionalism when handling confidential or politically sensitive information.
- Commitment to public service, operational excellence, and data-informed governance and community affairs is preferred.

PHYSICAL DEMANDS

The work is primarily performed in an office or public event environment and requires light physical activity. Duties may involve periods of sitting, standing, walking, and operating a computer or other standard office equipment. Occasional lifting, carrying, or moving materials and supplies weighing up to 20 pounds may be required. The position may also involve limited physical activity, such as bending, reaching, or kneeling in setting up and supporting events or presentations. Visual acuity, hearing, and verbal communication are essential for interacting with the public, attending events, and reviewing written and digital materials.

WORK ENVIRONMENT

Work is typically conducted in environments free from adverse conditions. Occasional evening and weekend work is expected to support mayoral events and city functions.

The City has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

The City of Roswell, Georgia, commits to a policy of equal employment opportunity for applicants and employees, complying with local, state, and federal laws. The City's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.