



## Operational efficiency officer

### Our client,

An international NGO based in Geneva.

### Role & Responsibilities:

- Process & exception monitoring plus trend & root cause analysis, to solve differing and potentially interlinked issues.
- Business process management as part of strategic support to business users, including investigating and resolving issues which are varied and non-routine, using previous experience to identify the most appropriate solution and/or enhance existing approaches.
- Identification and design of operational enhancements, including business requirements development and testing to ensure further improved processes, procedures, system solutions, data flows, quality & reporting.
- Proactive identification of user gaps in key knowledge areas and skills and developing and implementing targeted change management to address such gaps and reduce support needs
- Lead the continuous improvement, change management and optimization

### Profile:

- University degree in Finance, Statistics, IT, Economics, Business Administration, Engineering or any equivalent with a strong quantitative component or equivalent professional training.
- **At least 3 years of professional experience**, including in business analytics, process optimization, support provision, project and / or change management.
- Experience providing integrated analysis and issues resolution to business users
- Experience with project management methodology
- Experience coordinating between cross-divisional teams
- Experience implementing organizational change using change management techniques
- Professional work experience delivering business intelligence solutions for decision-making, including experience in data analysis, visualization and presentation, dashboard design and delivery
- Experience in performing data quality checks or data cleaning
- In-depth knowledge of Salesforce Platform

### Required skills:

- Customer service orientation
- Excellent analytical skills and strong attention to detail
- Excellent problem solving, design, debugging, and testing skills
- Effective oral and written communication skills
- Proven record of interacting and maintaining good working relationships with individuals of varying social and cultural backgrounds
- Constant improvement: Finds ways to improve processes/output, to better deliver on the organization's goals. Shows drive to identify issues and proactively solve them.

**Contract type: Temporary mission of 3 months**

**Rate of activity: 100%**

**Starting date: ASAP**

*We guarantee you to handle your application in total confidentiality*

Consultant responsable du mandat : Mouhssine Moudrik  
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