

Job Title: Business Analyst

Location: Roanoke, VA

Job Summary

GridPoint, Inc. is seeking a professional individual whose main focus will be working in a matrix management environment collaborating with the Sales Team, Account Managers, System Operations, Finance, Marketing, Customer Service, and Legal to support our leading-edge energy management technology. This position is relied on throughout the sales process for data integrity, metric compliance and reporting.

Essential Duties/Responsibilities

- Salesforce.com data coordination
- Overseeing the day-to-day operational aspects within Salesforce.com
- Ensuring the integrity and accuracy of the information flow to/from the system
- Documenting process flows and identifying and documenting best practices
- Ensure data integrity by filling communication gaps and supporting the sales team usage of Salesforce.com
- Working closely with sales team on all necessary aspects of the sales process
- Management of Salesforce.com information such as: quotes, account and billing information and customer invoicing
- Responsible for creating and tracking customer sales quotations
- Responsible for processing customer orders – including but not limited to: acceptance, creation, reconciliation, and approval for invoicing
- Responsible for reporting daily/monthly/quarterly company-wide metrics and presenting data

Qualifications

- Bachelor's degree is preferred or an equivalent combination of education, training and related work experience will be considered
- Ability to independently & solve practical problems
- Experience using Salesforce.com or other customer relationship management tool preferred
- Strong written, verbal, interpersonal and presentation skills
- Excellent/proven computer skills: MS Office, database management, etc.
- Adaptability, ability to work under pressure and prioritize tasks
- Strong interpersonal skills to promote and support change
- Ability to develop and maintain specific and ad-hoc reports as requested
- Ability to create and maintain workflow process documentation
- Must be results oriented and able to organize and independently manage various projects simultaneously

GridPoint is an EEO Employer M/F/D/V

About GridPoint

GridPoint is committed to building a clean, efficient energy future. We provide key stakeholders in the energy ecosystem with visibility, analysis and control to more efficiently generate, distribute and consume energy. Our smart energy solutions combine software, hardware and services to integrate, aggregate and manage distributed sources of energy consumption, generation and storage. Our enterprise-class software platform provides a shared foundation for our products, creating a common point of integration, asset provisioning and real-time management.