



WE ARE HIRING

Business Analyst – Workflow Automation and CRM Specialist

Our Client

The university is a private institution offering a variety of undergraduate and graduate programs. Established in 1888, it is recognized for its intimate campus atmosphere and emphasis on personalized education. The institution provides degrees in areas such as business, education, criminal justice, and healthcare, with options for both on-campus and online learning. It is also known for strong athletic programs and a dedication to student success through support services and career-focused education

Job Overview

We are seeking a detail-oriented and proactive Business Analyst to join our team and play a pivotal role in automating business workflows and optimizing CRM functionalities. The ideal candidate will have experience in leveraging operational rules and building automation through back-end tools, as well as supporting CRM systems to streamline business processes across various departments.

Core Duties

- Utilize Anthology's Workflow Composer tool to design and implement automated workflows across multiple business units, including Admissions, Financial Aid, and Academics.
- Analyze business processes and identify opportunities for automation to reduce manual effort and enhance efficiency.
- Collaborate with cross-functional teams to gather requirements and translate them into actionable workflows.
- Ensure all workflows comply with organizational standards and operational rules.
- Support the CRM system by configuring, maintaining, and enhancing its functionalities.
- Work closely with stakeholders to understand CRM-related needs and implement solutions to meet those requirements.
- Monitor CRM performance, troubleshoot issues, and recommend enhancements.
- Act as a liaison between business units and the technical team to ensure seamless implementation of automated solutions.
- Provide training and support to end-users for workflows and CRM functionalities.
- Document requirements, workflows, and processes for future reference and continuous improvement.
- Evaluate the effectiveness of existing workflows and CRM processes, proposing updates or changes where necessary.
- Stay updated on industry trends and best practices in workflow automation and CRM management.

Apply Now

Interested candidates please email your resumes to careers@aficorp.global . Please state the job role you are applying for as the subject.

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