

About OptiFunder

OptiFunder is a premier provider of integrated mortgage origination technology, data and analytics. We are the pioneers of the Warehouse Management System lenders use to optimize and automate business processes across the mortgage life cycle. Our deep industry expertise is foundational to the technology and solutions we offer to help our clients ensure each loan is funded with optimal results, producing measurable results on day one.

Our team is high performing and extremely collaborative. We are committed to bringing value to our clients by leveraging our extensive experience in mortgage origination, finance, data science and process improvement. We are moving quickly and inviting team members with energy and initiative who desire to join a fast-paced, award winning fintech company. If you are interested in growing with us, we want to hear from you.

Job Description

OptiFunder is looking for a Business Analyst to join the Professional Services team. This role is responsible for providing technical implementation and analytical support, as well as supporting clients in production.

The ideal candidate will possess a unique blend of experience in mortgage origination, proficiency in data analytics, and high aptitude for process improvement in complex organizations. He or she is passionate about empowering clients through technology and dedicated to providing continuity of service beyond implementation. He or she enjoys engaging with clients to understand business and technical requirements, and rolling up sleeves to configure, test and update solutions and reporting capabilities.

It is essential that the Business Analyst be a personable, approachable individual with strong communication skills and high aptitude for problem framing and resolution. A thorough knowledge of the OptiFunder system, its technology roadmap and its strategic implications for clients and partners is a must.

The Business Analyst should be practiced in project management, with demonstrated adherence to standards for data analysis, system configuration and data security protocols. Direct experience in the mortgage industry will be highly favored.

Essential Functions

- Build positive and trusting relationships with clients and partners, representing OptiFunder solutions with a high degree of technical skill and professionalism.
- Configure and deploy OptiFunder solutions per defined requirements to meet customer needs and effectively carry out each aspect of the client services implementation process.
- Engage in discovery and review sessions to assess customer's existing business processes and provide recommendations and best practices for optimizing the use of OptiFunder solutions.

- Compose concise, timely communication with client’s technical team, project team, operational team and senior executives; articulate complex technical concepts and options to non-technical executives. Skill must be leveraged across live meetings, telephonic discussions and webinars.
- Provide post-implementation services for customers including, but not limited to, ongoing needs assessment, deployment of OptiFunder upgrades, modification of OptiFunder environment due to customer business process changes, proper escalation of issues, etc.
- Proactively frame and resolve business & technical challenges, engaging the team for technical troubleshooting and testing/rolling out solutions.
- Maintain subject matter expertise of OptiFunder products and services through training and self-study.
- Create and own process documentation.
- Participate in review sessions with clients, where applicable.
- Collaborate with Product Management and Development teams to provide valuable input from “the field” and test new product releases.
- Serve as a customer advocate within OptiFunder and interface with internal departments to develop, implement and drive strategies to meet client requirements and enhance product offerings.

Skills and Experience (Must be prepared to discuss examples in depth)

- Minimum 3 years professional experience in supporting enterprise-class software solutions required.
- Bachelor’s Degree in a related discipline; advanced degree preferred.
- Mortgage industry experience is strongly preferred, with familiarity in loan manufacturing from closing through settlement; secondary marketing is a plus.
- Strong working knowledge of financial analytics and data visualization; quick to adapt skills to a specific context.
- Practical experience with project management and system/software development protocols. Experience in digital transformation and major change initiatives is a plus.
- Strong grasp of and interest in technical concepts, business processes, optimization, quantitative data and database structures.
- Excellent client-facing skills, including authentic relationship building, negotiating, situational leadership, polished presentation and writing, with natural ability to establish trust and credibility.
- Firm foundation of troubleshooting methodology that can effectively solve problems that have never been solved before in situations where only limited standardization exists.
- Experience in working with cross-functional/cross-departmental and virtual teams.
- Must be able to skillfully prioritize and manage concurrent projects and issues.
- Energetic, self-directed and creative, with demonstrated ability to thrive in a fast-paced environment with limited formal structure and emerging priorities.
- Proficiency with Word, PowerPoint, Excel and CRM tool; advanced Excel skills highly desired.

Mindset

- *Growth Mindset*: Proven ability to quickly learn new concepts, processes, software, engineering and mathematical ideas. Committed to professional development with focus on data science continuum and state-of-the art technologies.
- *Empathetic and Customer-focused*: Effective listener who builds collaborative relationships and strives for mutual gain in all interactions. Focused on delivering product and services that solve customers' problems, generates business value, and enhances user experience.
- *Resilient*: Ability to deal with open-ended data-related problems, and to gain valuable insights from data sets that may be initially unwieldy. Must be able to effectively clean data sets to perform analysis and predictive analytics work.
- *Creative Problem Solver*: Able to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to frame or solve a problem. Responds to obstacles and takes appropriate action when faced with adversity.
- *Displays Professionalism*: Self-motivated to display high personal, professional and ethical standards. Brings calm and competence to tense situations.

Travel Requirements

This position works out of our Corporate headquarters and may travel occasionally to client sites and conferences.

Reporting Relationships

Reports to the VP of Professional Services; has no direct reports assigned.

LOCATION St. Louis, MO

Job Type: Full-time

We are an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to any protected class status.