Call2Recycle, Inc.
Changing habits. Inspiring action.™

TITLE:	Business Analyst / Quality Analyst	HOURS:	Full-Time
LOCATION:	Atlanta, GA – Central Office (Preferred)	TYPE:	Exempt
REPORTING TO:	Director of IT	LEVEL:	Associate
DIRECT REPORTS:	None		

POSITION SUMMARY:

Deeply rooted in its commitment to environmental and operational excellence, Call2Recycle, Inc. ("Call2Recycle") is the nation's premier battery stewardship and recycling program. Call2Recycle plays a pivotal role in helping to address the complexities associated with technological advancements, including the widespread adoption of electrification and battery power, to enable a more sustainable, safe, and circular supply chain.

We are currently seeking an experienced **Business Analyst / Quality Analyst** to assist with the delivery of development projects. Reporting to the Director of IT, the ideal candidate has excellent communication and organization skills, is detail oriented, with the ability to work in a highly collaborative, small-sized team environment.

MAJOR DUTIES & RESPONSIBILITIES:

- Lead or participate in high-level design sessions acting as the advocate for the product owner and customer
- Collect and organize business requirements and present them to the product owner and development team for review and approval
- Ability to transform business requirements into user stories to facilitate the Agile development process
- Communicate change requests, schedules, and other updates between the product owner and development team
- Prepare test plans and schedules for functional testing, integration testing and regression testing.
- Perform testing and organize additional testing resources
- Ensure test plans are completed before features and fixes proceed to production
- Resolve conflicts and issues that occur
- Help the scrum team achieve higher levels of scrum maturity
- Inform the product owner on the benefits of Agile methodology

QUALIFICATIONS, SKILLS & ABILITIES

Qualifications	• Bachelor's degree or equivalent work experience in business analysis and quality analysis • 2 years working closely with a development team to create, test, and release new features

	- Excellent organization, documentation, and communication skills
	- Understanding of Agile development methodology, Microsoft DevOps experience preferred
	- Familiar with cloud architecture (Microsoft Dynamics D365 Business Central/CRM) experience preferred
	- Ability to work with stakeholders to find compromises for conflicting requirements
	- Ability to adapt to a changing environment
	- Self-motivated and ability to stay focused
Knowledge & Experience	- Experience working in a non-profit environment is a plus. - General understanding of recycling industry, able to grasp business concepts quickly - Strong proficiency in Microsoft Office suite. - Familiarity with Customer Relationship Management (CRM) systems and practices.
Skills & Abilities	- Ability to flourish in a mission-based organization where culture and values are paramount in importance. - Strong communication, interpersonal and mentoring skills - Ability to work with and lead a team - Embodies a thirst for learning and a curious nature. - A 'Get it Done' attitude and a desire to be part of a fast-paced work environment, utilizing a high sense of urgency, patience, and flexibility. - Exceptional oral and written communication and active listening skills. - Strong interpersonal and relationship-building skills, with a strong service orientation. - Possess strong commitment to team environment dynamics with the ability to productively engage with others at varying levels. - Demonstrated planning skills with ability to think strategically, both short and long-term, and prioritize. - Solid analytical skills; ability to identify opportunities and apply innovative solutions.

| Working Conditions | • Preferred location is on site at Call2Recycle's corporate office. |
| | • Position may require hours that exceed 8 hours per day and/or 40 hours per week during peak periods. |

About Call2Recycle

At Call2Recycle, we enjoy a culture of teamwork, innovation, and fun. Our team is the primary reason for our unique culture. We hire energetic and dedicated people who work hard every day to help us achieve our goals. Each one of our employees is a valued contributor, not just a number. We work in teams to benefit from our collective talents to make a real impact on the environment. The way we operate contributes to the success of our employees and our organization.

We also value the diversity of employees' backgrounds and believe everyone's unique perspective is critical to our success. Diversity is fundamental to what we do. Our team have varied backgrounds, speak different languages, and are engaged in varied personal pursuits but all share a commitment to environmental sustainability, and each do their small part to improve our planet.

We are an equal opportunity employer and do not discriminate against otherwise qualified applicants on the basis race, age, color, creed, sex, religion, ancestry, marital status, national origin, disability, veteran status, or any other protected characteristic.

To Apply

Applicants should submit a cover letter and resume via PDF to careers@call2recycle.org with "**Business Analyst / Quality Analyst**" in the Subject Line.