

Job Title: Business Analyst & Manager

Level: Mid to Senior

Position Summary

Sankofa CDC seeks a Business Analyst & Operations Manager to develop, analyze, and oversee revenue-generating business models across all Sankofa CDC programs, with an immediate focus on Fresh Start Market.

This role combines strategic financial analysis with operational oversight. The Business Analyst & Operations Manager will evaluate revenue streams, cost structures, pricing models, and operational systems to ensure financial sustainability and growth. The position will work closely with executive leadership and finance partners to translate data into clear business strategies that improve performance across the market, garden, park, and other revenue-generating initiatives.

Key Responsibilities

Business Model Development

- Develop sustainable business models for Fresh Start Market, garden sales, park programming, and rental operations
- Analyze cost of goods sold (COGS) and retail pricing strategies
- Evaluate product margins and recommend adjustments
- Design financial models that improve profitability and operational efficiency
- Identify new revenue opportunities across programs

Financial Analysis & Revenue Strategy

- Conduct strategic analysis of revenue and expenses
- Review financial reports and translate data into operational recommendations
- Identify trends, inefficiencies, and growth opportunities
- Develop revenue forecasting models
- Support pricing strategies for products, programs, and rentals

Fresh Start Market Focus

- Analyze green grocery and café operations
- Review inventory systems and purchasing patterns
- Evaluate vendor pricing and product margins
- Monitor sales performance and recommend adjustments
- Assess café performance and pricing structure

Garden & Agricultural Revenue

- Develop pricing models for herbs, flowers, and produce sold through the market
- Analyze COGS related to garden-grown items
- Align production planning with revenue goals

Volunteer & Program Revenue

- Evaluate volunteer fee structures
- Assess cost-benefit of paid vs. unpaid volunteer groups
- Develop strategies to appropriately value labor contributions
- Create scalable pricing frameworks for educational or group experiences

Facility Rental Revenue

- Develop pricing models for rental of market, park, garden, and headquarters spaces
- Analyze utilization rates and revenue potential
- Identify opportunities to increase rental income
- Create operational systems to streamline booking and tracking

Operational Oversight & Systems

- Oversee micro-level operations to ensure revenue-generating programs are financially viable
- Develop logistics tools and operational tracking systems
- Build dashboards or reporting tools to monitor performance
- Ensure alignment between finance systems and day-to-day operations
- Collaborate with external finance partners (e.g., accounting firms)

Strategic Advisory

- Provide business advisory support to executive leadership
- Translate financial data into actionable operational strategy
- Recommend structural improvements to increase sustainability

Qualifications

- Minimum 5 years of experience in business analysis, operations management, or financial strategy
- Strong understanding of business modeling and financial forecasting
- Experience analyzing COGS and retail pricing
- Ability to interpret financial statements and operational reports
- Experience in retail, food service, nonprofit enterprise, or multi-site operations preferred
- Strong Excel or financial modeling skills
- Experience building dashboards or reporting tools preferred

Core Competencies

- Strategic financial thinking
- Revenue growth orientation
- Analytical problem-solving
- Operational systems development
- Attention to detail
- Ability to translate data into decisions