



Job Title: Business Insights Lead

Reports To: Chief Operating Officer

FLSA Status: Exempt

Last Update: February 2026

Position Summary

The Business Insights Lead leads the use and maintenance of Gleaners' client service data platform to provide data visualizations, dashboards, analyses, reports and insights to leadership. The Business Insights Lead champions the use of, and supports leadership with, operational data analysis to support efficiency and productivity improvement, reinforcing our culture of continuous improvement. The Business Insights Lead performs the consolidation and integration of client service and operational data across multiple sources enabling the interpretation and analysis of data to identify trends and patterns, and provides insights that enable Gleaners to make better informed programmatic and operational decisions.

Essential Duties and Responsibilities:

- 1) Facilitate the evaluation, internal approval process, negotiation and implementation of a data warehouse and visualization solution for Gleaners' service insights data to support regular reporting, visualizations and data trend analyses.
- 2) Build and maintain the dataflows used in Gleaners' service insights data warehouse and visualization platform to support the import, organization, consolidation and transformation of service data.
- 3) Develop service and operational dashboard reports and visualizations for program leadership while ensuring completeness and accuracy of the data received and utilized.
- 4) Provide data analysis and visualizations to support service impact assessments and reporting for fundraising, grant reporting and programmatic evaluation
- 5) Support Operations leadership by analyzing and visualizing operational data (including volunteer and client satisfaction, inventory, purchasing, warehouse operations, transportation, etc.) to support productivity, efficiency and effectiveness improvements and decision-making. Champion the use of data to reinforce a culture of continuous improvement.
- 6) Leverage AI to improve efficiency and effectiveness of data analyses and reporting. Actively participate in Gleaners' internal AI advocacy group.
- 7) Lead evaluation of alternate client data management systems, including confirming user requirements and implementation considerations, to support decision making on future system direction
- 8) Demonstrate and support the Gleaners' mission, vision and values throughout all professional responsibilities and activities.
- 9) Foster a culture of professionalism, team cohesion and accountability.
- 10) Support open and transparent communication; effectively work cross-functionally across organizational and department boundaries.
- 11) Other duties as assigned.

Education/Experience

- Bachelor's degree in computer science, data management, data analysis, information systems, or technical related field required.
- 2+ years experience supporting business operations in an analytics capacity preferred.
- Demonstrated experience with Excel and data visualization tools (such as Power BI, Tableau, etc.) required.
- Experience with SQL data warehouse environments and building APIs strongly preferred.

Required Skills/Abilities

- Strong analytical skills with the ability to collect, organize, analyze, and disseminate information with excellent attention to detail and accuracy.
- Interest and technical expertise in data process and automation, along with data organization and visualization to support insights and decision making.
- Intellectually curious, with an interest in exploration and adoption of AI tools to advance organizational goals
- Excellent project organization skills and ability to plan and execute multiple tasks in an efficient and effective manner.
- Strong ability to troubleshoot and resolve data issues.
- Strong sense of urgency and demonstrated initiative.
- Demonstrated ability to think critically with strong results orientation.
- Ability to pivot based on organizational needs when needed.

General Technology Skills/Abilities/Work Environment

- Proficient in Microsoft Office 365; specifically, employees are required to use Outlook as well as Excel, Word, Power Point and Publisher as they are regularly used to perform the duties of this job.
- Familiarity with virtual meeting platforms (Teams, Zoom, etc.)
- This position accommodates a flexible work schedule, including both in-office and remote work.

Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.



Gleaners Community Food Bank is an Equal Opportunity Employer.

Gleaners Community Food Bank of Southeastern Michigan is committed to a diverse, equitable and inclusive environment where all team members, volunteers, leaders, board members, and guests feel respected and valued regardless of gender, age, race, ethnicity, national origin, sexual orientation, disability, education, or any other identity.

We are committed to being nondiscriminatory and providing equal opportunities for employment, volunteering, and advancement in all areas of our work.

We respect the value that diverse life experiences bring to our team, leadership, and board. We are committed to modeling diversity, equity, and inclusion and maintaining fair and equal treatment for all.

Acknowledgement

This job description does not list all duties of the job. Employees may be asked by management to perform other duties as needed. The Company reserves the right to revise this job description at any time. This job description is not a contract for employment and does not infringe upon the Company's at will employment status.

Employee Signature: _____

Date: _____

