

Job Title: Business Analyst (Mid-Level) – Fast-Food Chain

Location: On-site or Hybrid – Chicago, IL

Department: Operations & Strategy

Reports To: Senior Manager, Business Insights

Employment Type: Full-time

Job Overview

We are looking for a **Mid-Level Business Analyst** to join our operations and strategy team within a growing national fast-food chain. The ideal candidate is highly analytical, detail-oriented, and passionate about using data to improve customer experience, streamline restaurant operations, and boost profitability. You'll be working at the intersection of business and data—translating complex data into actionable insights to support decision-making across marketing, supply chain, and store operations.

Key Responsibilities

- Analyze operational, financial, and customer data to identify trends and opportunities for performance improvement.
- Develop and maintain dashboards and reports for key metrics such as sales performance, labor cost, and inventory turnover.
- Work closely with store managers, marketing, and finance teams to gather requirements and align on business goals.
- Use data modeling and forecasting techniques to evaluate new store openings, menu changes, and promotional campaigns.
- Identify process inefficiencies and propose data-backed recommendations to improve service delivery and cost management.
- Present findings to stakeholders with clear visualizations and business-focused narratives.

Technical Skills (Hard Skills)

- **Data Analysis Tools:** Proficiency in Excel (pivot tables, VLOOKUP, Power Query), SQL for querying relational databases.
- **Business Intelligence Platforms:** Experience with tools such as Tableau, Power BI, or Looker.
- **Statistical Understanding:** Basic familiarity with forecasting, regression analysis, and KPI tracking.
- **Operational Data Knowledge:** Experience working with POS systems data, sales reports, and labor metrics.

- **Reporting:** Ability to build recurring and ad hoc reports to support business decisions.

Soft Skills (Interpersonal & Organizational Abilities)

- **Analytical Mindset:** Strong problem-solving abilities and a proactive approach to identifying improvement areas.
- **Communication:** Ability to explain complex findings in simple terms and communicate clearly with both technical and non-technical audiences.
- **Team Collaboration:** Works well across cross-functional teams, including operations, marketing, and finance.
- **Business Acumen:** Understands the fast-paced, margin-sensitive environment of the food service industry.
- **Time Management:** Capable of balancing multiple projects simultaneously and meeting deadlines in a dynamic environment.
- **Attention to Detail:** Strong quality control for data accuracy, report formatting, and business logic.

Qualifications

- Bachelor's degree in Business, Economics, Statistics, or a related field.
- 2–4 years of experience in a business analysis, data analysis, or operations analyst role.
- Prior experience in retail, hospitality, or QSR (quick-service restaurant) industry preferred.
- Familiarity with restaurant data systems (e.g., Toast, NCR, Oracle Symphony) is a plus.

What We Offer

- Competitive base salary and annual performance bonus.
- Comprehensive health, dental, and vision insurance.
- Employee meal discounts across all locations.
- Growth opportunities within a fast-scaling organization.
- Collaborative culture with data-driven leadership.