

JOB DESCRIPTION PROCESS IMPROVEMENT SPECIALIST

Reports To: Program Manager

General Description:

The Process Improvement Specialist role will be responsible for the evaluation, formulation and execution of business process improvements and practices. The position will require expertise in process change with the ability to work cross-functionally to effectuate optimal operational efficiencies and implement solutions designed to achieve customer excellence. In addition, this position will be responsible for project scope coordination, planning, monitoring and delivery acceptance.

Key Responsibilities:

- Develop and implement solutions that enable continued improvement for the organization;
- Actively seek opportunities to develop, improve, and implement process while ensuring alignment between business units;
- Effectively document and communicate new and changed processes to key department stakeholders prior to implementation;
- Identify process breakdowns by performing root cause analysis;
- Facilitate cross functional teamwork to achieve continuous improvement objectives;
- Compile and track improvement project data and report on status;
- Effectively implement strategic business objectives driving quality and compliance;
- Achieve business goals by developing and implementing process improvements;
- Maintain and update all process related documents;
- Work with leadership to identify opportunities for process improvements;
- Manage assigned projects from start to finish taking ownership for project results;
- Maintain a detailed project schedule which includes administrative tasks and all project changes;
- Ensure all projects are delivered on-time, within scope and within budget;
- Facilitate cooperation with business stakeholders internally and externally;
- General administrative duties such as scheduling and facilitating project related meetings with preset agendas distributed to attendees;
- Document and distribute meeting minutes including action items;
- Regularly track and report on project status to team members and business stakeholders;
- Document, track and resolve issues, mitigate risks and solve problems throughout the project life cycle;
- Other duties as assigned.

Minimum Requirements:

- Bachelor's degree or equivalent experience in process improvement;
- Minimum 3-5 years of relevant experience preferred;
- Sound understanding and application of operational skills;
- Experience in coordinating and providing support to large complex projects;
- Excellent customer service;
- Accuracy and attention to detail;
- Excellent organizational and prioritization skills;
- Strong problem-solving ability;
- Results oriented individual who thrives working in a fast paced environment;
- Strong analytical, oral communication and technical writing abilities;
- Leadership skills;

- Ability to think independently and critically;
- Ability to support, scope, plan, execute and track multiple projects with autonomy;
- Ability to adapt based on industry trends/needs;
- Demonstrated ability to work effectively with cross functional resources;
- Ability to effectively deliver difficult conversations with positive outcomes;
- Ability to resolve problems without delay and/or to seek managerial intervention and operate under stressful, time-sensitive deadlines;
- Ability to develop and deliver presentations to all levels of the organization including Executive Leadership.
- Advanced Microsoft Office Suite experience;
- Visio or similar process documentation software experience.

THE ABOVE IS NOT INTENDED TO NOR BE CONSTRUED AS
A LISTING OF ALL THE ESSENTIAL JOB FUNCTIONS OF THE PROCESS IMPROVEMENT SPECIALIST POSITION