

STATE OF NEBRASKA CLASS SPECIFICATION
PROCESS IMPROVEMENT COORDINATOR II

EST: 09/16
CLASS CODE: K09152

DESCRIPTION: Under limited supervision, provides expertise to lead continuous process improvement initiatives that focus on operational efficiency and customer satisfaction. Individuals in these positions will establish effective partnerships with agency leadership and stakeholders to serve as a change liaison by facilitating implementation of modifications to current business practices. Manages all aspects of a project from inception through implementation, utilizing recognized process improvement methodologies. Consults with management after implementation to ensure continuity and effectiveness of process changes. Work is of a highly diverse and complex nature characterized by a broad range of activities and frequently changing conditions and situations. Performs related work as assigned.

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is the second level in the Process Improvement Coordinator series. The Process Improvement Coordinator II is the full performance classification, where incumbents have completed all required in-service training to obtain White, Yellow, and Green Belt Level certification. Incumbents at this level may either independently support the employing agency or report to a Process Improvement Coordinator Supervisor. This classification may serve as a team leader over other Process Improvement Coordinators but is not assigned full supervisory functions over these positions.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Consults with senior leadership planning groups to direct the identification, prioritization, scope, and planning of specific process improvement projects.

Mentors, coaches, and trains area supervisors/management in Lean Six Sigma tools such as data collection and analysis, process mapping, process redesign, and implementation. Informally mentor all agency employees on Lean Six Sigma methods.

Mentors and guides lower level Process Improvement Coordinators on mastering the basic Lean Six Sigma competencies.

Facilitates process improvement activities within the agency, prioritizing multiple projects. Determines most effective tools to use for each project and tracks progress to ensure timelines are met.

Performs data collection and analysis to calculate return on investment and to evaluate the effectiveness of implemented changes. Recommends process revisions or management tools to ensure continuity of process improvements.

Facilitates the satisfactory resolution of interpersonal and group conflict for individuals/groups within the agency.

ENTRY KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (Applicants will be screened for possession of these through written, oral performance and/or other evaluations.)

Knowledge of: Lean Six Sigma tools and methodologies; organizational effectiveness theory; research design and analysis; the practices of administration in state government; mission, goals and objectives of the agency; applicable rules, policies, and regulations governing a program; the organizational structure, functional relationships and administrative processes of an agency; management practices, theories, techniques, and methodology; the principles and methods used in the collection, analysis, and presentation of administrative and managerial data; the application of and uses of office procedures and equipment, including electronic data processing equipment and software.

Ability to: lead strategic planning efforts; develop business plans; apply the principles and concepts of Lean Six Sigma to governmental operations; recognize and analyze trends and critical elements in data pertinent to identify a problem and possible solutions; manage system-wide processes; exchange information effectively with a variety of groups; work independently with minimal supervision; synthesize and summarize complex and complicated data and information; collect and apply relevant data and information; develop and refine conceptual frameworks for understanding and addressing planning, program and policy issues; manage and resolve conflicts, confrontations, and disagreements in a positive and constructive manner.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Bachelor's degree in business administration, organizational development, leadership, social and behavioral science, communication, or related fields, experience as a Process Improvement Coordinator I, and certification in Lean Six Sigma White, Yellow, and Green Belt Level. Employees must have successfully completed all required in-service training to be eligible for this job classification.

SPECIAL NOTES:

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).