

STATE OF NEBRASKA CLASS SPECIFICATION
PROCESS IMPROVEMENT MANAGER

EST: 02/19 – REV: 09/19
CLASS CODE: G09154

DESCRIPTION: Under administrative direction, positions in this classification will be assigned one or more of the following functions: Execute Lean Six Sigma Black Belt projects at the agency or enterprise level; manage one or more Process Improvement teams comprised of Process Improvement Supervisors and their assigned staff; and/or assist the Director of the Center of Excellence as a technical consultant to lower level Process Improvement positions to ensure effective utilization of the Lean Six Sigma methodologies. Positions report to either the agency sponsor or Director of the Center of Excellence. 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 fourth level in the Process Improvement series. This level is distinguished from lower levels in that attainment of the Black Belt designation is required in order to perform assigned work. Incumbents will lead high profile, multi-million dollar projects, which may be highly political in nature. Employees may independently support multiple agencies or assist with enterprise wide projects. Positions in this class may maintain some Green Belt level projects; however, these projects would not be performed the preponderance of time.

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.)

Plans, assigns, directs, and evaluates the work of assigned staff members including recommending personnel actions related to selection, disciplinary procedures, performance, and leave of absences, grievances, work schedules and assignments to ensure efficient accomplishment of work.

Consults with appointed or elected officials to lead the planning and implementation of high profile process improvement projects.

Coaches Process Improvement Coordinators and Supervisors on mastering the basic lean six sigma competencies. Recommends process revisions or management tools to ensure continuity and success of their Green Belt process improvement projects.

Supports execution of Black Belt Projects at the enterprise level.

Facilitates process improvement activities both within and external to their agency, including DMAIC projects, Kaizen Events, and Lean Six Sigma Black Belt projects. Duties include prioritizing multiple projects, making recommendations to agency sponsors, calculating return on investment.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

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: plan, assign, direct and evaluate the work of assigned staff; 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 assistance 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, One year experience as a Process Improvement Coordinator II, and State of Nebraska Center of Operational Excellence LLS Certification in Lean Six Sigma White, Yellow, Green, and Black Belt Levels.

LEGAL REQUIREMENTS: (These qualifications are mandated by federal/state laws, statutes, and/or regulations.)

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).