

STATE OF NEBRASKA CLASS SPECIFICATION  
**PROCESS IMPROVEMENT COORDINATOR I**

EST: 09/16  
CLASS CODE: K09151

**DESCRIPTION:** Under general supervision, serves in a training capacity to learn and apply the Lean Six Sigma continuous process improvement tools for the assigned agency. 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. 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 first level in the Process Improvement Coordinator series. The Process Improvement Coordinator I performs work in a training status where incumbents build their skills and mastery of process improvement methods and tools. This level is an under-fill class for the Process Improvement Coordinator II and cannot be a permanent assignment. Incumbents must demonstrate competency in leading process improvement projects, mentoring and coaching agency employees, and obtain certification at the Lean Six Sigma Green Belt Level prior to advancement.

**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.)

Receives on-the-job training in the application of Lean Six Sigma process improvement tools and attends required training to obtain certification in White, Yellow, and Green Belt Levels.

Consults with senior leadership planning groups to facilitate 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 ideas.

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: 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 organization and administration 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 and at least three years of experience in management, operational, or process improvement.

**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).