

DESCRIPTION: Under administrative direction, supervises and directs a team of Process Improvement Coordinators engaged in leading continuous process improvement activities that affect multiple agency programs/processes on a statewide basis. Ensures all agency metrics are met on a weekly and monthly basis and holds accountability for their team's performance in all metrics, project completion, communication, and mentoring and coaching activities. Incumbents may perform technical and analytical duties similar to work of assigned staff; 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 third level in the Process Improvement Coordinator series. This classification is distinguished from the lower levels by the assignment of full supervisory functions. The Process Improvement Supervisor directs and determines work priorities and objectives for a team of Process Improvement Coordinators and serves as the agency liaison to the Center of Excellence.

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.)

Directs the operations of a unit of Process Improvement Coordinators to ensure the application of administrative and/or program policies and facilitates, through advice and consultation, the resolution of problems in meeting agency process improvement metrics and goals.

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

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.

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.

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 subordinate 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; work independently with minimal supervision; exchange information effectively with employees both within and outside of agency; synthesize and summarize complex and complicated data and information; develop and refine conceptual frameworks for understanding and addressing planning, program and policy issues; solicit, summarize and apply input from agency employees; manage and resolve conflicts, confrontations, and disagreements in a positive and constructive manner.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications.)

Bachelor's degree in business administration, organizational development, leadership, social and behavioral science, communication, or related fields, at least one year of experience as a Process Improvement Coordinator II, and certification in Lean Six Sigma White, Yellow, and Green Belt Level.

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).