

City of Chesapeake
Process Improvement Program Manager

Job Class Code: 0990	FLSA Status: Exempt
Pay Code: 131	EEO Category: 2

GENERAL DESCRIPTION

The purpose of this job classification (class) is to implement and oversee the City’s Process Improvement Program. The job class will introduce, establish, and foster the concept of continuous process improvement to departments throughout the City, working directly with department personnel to facilitate the improvement of existing work processes. The job class is responsible for staff/consultant supervision as well as program planning, policy, training, analysis, and reporting. The job class plans, organizes, and implements programs within major organizational policies and reports progress of major activities to executive level administrators through reports and conferences.

TYPICAL TASKS

- Establishes, plans, administers, and coordinates a City-wide process improvement program.
- Provides advisory assistance to City leadership and departments in the development of strategies for applying continuous process improvement to municipal services and programs.
- Supervises staff/consultants, including selecting or recommending selection, training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination, as applicable.
- Develops and manages resources needed to support the program.
- Develops and leads process improvement training and exercises with City employees.
- Provides guidance on departmental policy development in support of process improvement initiatives.
- Establishes quantifiable objectives for program activities and measures results.
- Develops surveys, questionnaires, and other tools to assess, track, and measure program/activity progress.
- Analyzes and synthesizes program activity data and prepares comprehensive management reports.
- Provides process improvement support and advice to existing or new cross-functional staff committees.
- Establishes and leads related management initiatives.
- Attends or conducts staff meetings to exchange information; attends professional seminars or conferences to improve professional skills.
- Performs other related duties as assigned.

GENERAL STANDARDS

Data Involvement	Synthesizes or integrates analysis of data or information to discover facts or develop knowledge or interpretations; changes policies, procedures, or methodologies based on new facts, knowledge, or interpretations.
Interpersonal/People Involvement	Negotiates and exchanges ideas, information, and opinions with others to formulate policy and programs or arrive jointly at decisions, conclusions, or solutions.
Reasoning Requirements	Performs work involving the application of principles of logical thinking and legal, administrative, professional, or other practices to diagnose or define problems, collect data and solve abstract problems with widespread unit or organizational impact.
Mathematical Requirements	Uses algebra working with such factors as exponents, logarithms, linear and quadratic equations; differentiation and integration of algebraic functions; statistics applying such functions as frequency distribution, reliability, validity and correlation techniques; financial and econometric models.

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Language Requirements	Reads journals, manuals, and professional publications; speaks informally to groups of coworkers, staff in other organizational agencies, the general public, and people in other organizations; composes original reports, training and other written materials using proper language, punctuation, grammar, and style; presents training programs.
Mental Requirements	Performs professional level work requiring the application of principles and practices of a wide range of administrative, technical or managerial methods in solution of administrative or technical problems or the coordination of entry level managerial work; applies general understanding of operating policies and procedures to solve complex administrative problems; requires continuous, close attention for accurate results.
Decisions/Supervisory Control	Makes decisions as a significant part of the job, affecting a large segment of the organization and the general public; assists in developing policies and practices.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge	Extensive knowledge of performance measurement techniques and applied statistical analysis are required.
Skills	Strong consultative and collaboration skills and must be able to work across a diverse technology-driven environment. Proficiency with Microsoft Office Professional to include process flow diagrams, organizational charts, and model development (e.g. forecasting, cost estimation). Microsoft Project skills are a plus.
Abilities	Ability to establish and implement effective administrative programs. Ability to establish priorities for the completion of work in accordance with sound time-management methodology. Ability to communicate complex ideas and proposals effectively. Ability to handle a variety of issues with tact and diplomacy and in a confidential manner.

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS

Vocational/Educational Requirement	Requires a bachelor's degree in Business Process Engineering, Industrial Engineering, Operations Engineering, Commerce, Economics, Business Administration, or a closely related program.
Experience	In addition to satisfying the vocational/education requirements, this class requires six years of directly related experience in process improvement, preferably in municipal or state government or a corporate setting. Experience with ISO 9000 or Malcolm Baldrige Program is preferred.
Special Certifications and Licenses	Process improvement certification such as Black Belt, Lean or Six Sigma preferred.
Special Requirement(s)	Employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies.

AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS

The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

This is a class specification and not an individualized position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list the essential functions for a given position in a classification.