JOB DESCRIPTION

| **TITLE** | PROCESS AND IMPROVEMENT SPECIALIST | | |
| --- | --- | --- | --- |
| **Reports To** | [insert title] | | |

**Job Purpose**

The Process and Improvement Specialist is responsible for reviewing and analyzing the performance of various procedures at [Organization Name] and making recommendations for improvements. This position requires a focus on observing staff, reading quality reports, and determining how to make production more efficient.

The successful Process and Improvement Specialist plays a critical role in enhancing organizational efficiency and effectiveness. The incumbent will collaborate with cross-functional teams to ensure the successful execution of process improvement initiatives.

**Duties and Responsibilities**

Overall Responsibilities:

* Evaluating current organizational processes, workflow, and systems to identify areas for improvement and efficiency gains
* Gathering and analyzing data, performance metrics, and key performance indicators (KPIs) to quantify process inefficiencies and track improvements over time
* Collaborating with teams to develop and proposing practical solutions, including process redesign, automation, or technology enhancement
* Coordinating the scheduling of process improvement events, and assisting with the assignment staff to events as appropriate
* Facilitating change management efforts by communicating proposed improvements, obtaining buy-in from stakeholders, and ensuring successful implementation
* Leading continuous improvement projects, employing methods such as Lean, Six Sigma, or Total Quality Management (TQM) to drive ongoing process enhancements
* Developing training materials, standard operating procedures (SOPs), and documentation to ensure that optimized processes are effectively adopted and maintained by teams
* Performing other related duties

**Qualifications**

* X years of experience in process improvement, business reengineering, or related roles.
* Bachelor’s degree in Business Administration, Operations Management, Engineering, or a related field required.
* A Master’s degree in a related discipline is an asset.
* Certification in process improvement methodologies is a plus.
* Proficiency in process improvement methodologies such as Lean, Six Sigma, or TQM.
* Familiarity with process automation and technology solutions is a plus.
* Expertise with office applications (e.g., MS Office, Google Suite).
* Experience in the [Insert Sector] sector is an asset.

**Core Competencies**

* Strong analytical skills with the ability to collect, interpret, and present data.
* Excellent project management and organizational skills.
* Excellent interpersonal and communication abilities to work collaboratively across departments
* Change management expertise with the ability to lead and influence others.
* Strong decision-making and problem-solving skills.
* Excellent attention to detail.

**Working Conditions**

* Work a standard schedule of [INSERT SCHEDULE e.g. 8 AM to 5 PM, Mondays to Fridays].
* This position is onsite/hybrid/remote.
* Requires extended periods of sitting and working on a computer monitor.
* Overtime or working long hours may be required.