

Analyst, Process Improvement

FLSA Status: Exempt

Pay Grade: 21

Job Title ID: 166000

Job Series/Job Family: Business Services Series / Budget Family

Reports To

EVP, Finance & Administration

Job Purpose

To assess organizational development needs of business operations and functional units to ensure continuous quality improvement processes; continuously reviews and refines processes and plans for improvements by collecting and interpreting data and by developing recommendations and presenting summary findings to department leadership.

Description of Duties and Tasks

Essential duties and responsibilities include the following. Other duties may be assigned.

Required

1. Develops solutions to organizational issues and concerns, and develops organized change strategies and plans and/or conducts training for project implementation.
2. Evaluates strategies and programs to measure the achievement of established goals.
3. Establishes and documents processes that support the continuous improvement of sound business practices.
4. Develops project plans and documentation to support the project management organization.
5. Collaborates with functional areas to develop and maintain performance metrics, measurements, methods and targets.
6. Develops and revises business operations processes, and coordinates technology solutions.
7. Develops and uses work aids, such as process descriptions, checklists, templates, and guides to assist personnel with implementing defined processes.
8. Interprets historical, current, and projected data to identify problems, causes, and areas for which procedural or system changes are indicated.
9. Reviews and write comprehensive technical records and reports, identifies alternatives, and makes recommendations.
10. Oversees work simplification studies, and evaluates operations and procedures.

Knowledge

Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Business practices and procedures of specific administrative department.
- Continuous quality improvement processes.
- Institutional effectiveness.
- Planning processes within higher education.
- Assessment processes.

Skills

Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Maintaining an established work schedule.
- Strong analytical, planning, organizational, and time management skills.
- Strong research skills including gathering and analyzing data from multiple sources.
- Effective technical writing skills.
- Ability to maintain discretion and confidentiality.
- Working in a cross-functional team environment.
- Interpreting and applying rules, regulations, policies, and procedures.
- Effectively using interpersonal and communications skills including tact and diplomacy.
- Effectively using organizational and planning skills with attention to detail and follow through.

Computer Skills

Required

- Demonstrated proficiency using advanced office software applications with an emphasis on designing and preparing statistical charts, tables, and graphs.

Physical Requirements

Required

- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling.
- Occasional lifting of objects up to 10 pounds
- Work is performed in a standard office environment.

Work Experience

Required

- Two years related work experience.

Preferred

- Demonstrated success in the application principles, methods, and techniques of degree-granting post-secondary institutions, and familiarity with current developments in education and training. Progressive and focused work experience in continuous improvement initiatives, project management, and organizational development.

Education

Required

- Bachelor's degree in related field.

Preferred

- Master's degree in related field.

Safety

Required

- Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.