

Title: Process Analyst
PG: 40
Status: Civil Service
Position Reports to: Designated Supervisor
Department: Lakeland Electric

Class Code: 3817
Date: 09/08

GENERAL DESCRIPTION OF CLASS:

This is highly responsible professional work in the design, development, modification, and enhancement of existing policies, procedures, work processes, organizational structure, and supporting technologies. A high degree of initiative and independent judgment is required. Work is performed in accordance within guidelines and instructions. Work is evaluated by supervisor through conferences, reports, and review of outcomes.

ESSENTIAL FUNCTIONS:

1. Employee works with functional area experts and management to support thorough inquiry into work processes, key system requirements and needs.
2. Builds a team of experts based on areas involved; guides team through functional area analysis using methodologies and tools such as process reengineering and total quality management to improve organizational efficiency and effectiveness.
3. Facilitates the definition of solutions; defines logical work units and job roles, skills and knowledge sets related to roles; assists in implementing process and identification of supporting technologies.
4. Creates documentation and testing of the resulting process and, using change management tools, assists with the transition.
5. Plans process of communication and logistics for project teams.
6. Coordinates the development and planning of the project and maintains project timelines.
7. Communicates team and project progress to all levels of personnel through written and oral presentations and other documentation.
8. Maintains liaison with functional experts to insure continued process improvement.

ADDITIONAL RESPONSIBILITIES:

1. May occasionally develop and conduct related training to build and maintain a culture of continuous process improvement.
2. Performs other duties as assigned.

KNOWLEDGE, SKILLS & ABILITIES:

1. Thorough knowledge of Lakeland Electric's vision, mission and strategic goals.
2. Thorough knowledge of methods, practices, and terminology of work processes and organizational analysis and design.
3. Knowledge of methods and tools for creating effective communication presentations.
4. Knowledge of methods and terminology of process engineering/improvement.
5. Skill in computer use, audio-visual equipment, and other office equipment.
6. Skill in flowcharting and using Visio or other process charting software.
7. Ability to use appropriate methods and tools for developing successful teams.
8. Ability to work effectively with supervisor, co-workers, and employees at all levels throughout the organization.
9. Ability to communicate effectively verbally and in writing.
10. Ability to prepare technical reports, analysis and documents.
11. Ability to learn more advanced techniques of specific equipment and software applications.
12. Ability to think logically to identify problems and creatively to develop and/or research information from diverse sources solution options.
13. Ability to use deductive and inductive reasoning.
14. Ability to create innovative solution options; understand multiple ideas and develop consensus.

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15. Ability to organize and manage multiple projects.
16. Ability to address and balance the concerns of different constituencies.
17. Ability to plan, coordinate and direct activities among team members/managers/supervisors and directors as may be required and manage team resources for completion of assigned tasks.
18. Ability to establish effective and cooperative working relationships with manager, co-workers and persons contacted in the course of performing assigned duties.
19. Must be physically able to perform the tasks involved in setting up learning environment, demonstrating the tasks to be learned, and assisting learners as needed.

WORKING ENVIRONMENT/CONDITIONS:

Requires manual work that involves walking or standing some of the time, also involves sedentary work that may require prolonged computer monitor viewing, and exerting up to 10 pounds of force on a recurring basis.

The job risks exposure to no significant environmental hazards.

The job requires normal visual acuity, and field of vision, hearing, speaking, color perception, sense of smell, depth perception, and texture perception.

QUALIFICATIONS (EDUCATION, TRAINING, AND EXPERIENCE):

1. Graduation from an accredited four (4) year college or university with course work in Human Resources, Business Administration, Adult Education, Training, Organizational Development or a closely related field.
2. Two (2) years of experience in Process Analysis and Reengineering.
3. An equivalent combination of education and experience that is determined to be directly related to the foregoing specific requirements may be substituted.

SPECIAL REQUIREMENTS:

1. Must possess a valid state of Florida driver's license.
2. Must maintain a valid home telephone number.
3. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.