

Title: PE Coordinator – Process Improvement
PG: 51
Status: Civil Service
Position Reports to: Performance Excellence Managers
Department: City Manager/Performance Excellence Division

Class Code: 2294
Date: 09/08

GENERAL DESCRIPTION OF CLASS:

This position provides support to the Performance Excellence Managers in accomplishing highly responsible, professional and administrative work. In addition, this position is responsible for process management involving highly specialized technical work in evaluating processes; includes defining, measuring, analyzing, improvement development, implementation, reporting and control. Projects require independent study/judgment and/or team leadership crossing multiple departments and levels of authority. Responsible for assuring inefficiencies are identified, quantified, reported and controls suggested and/or implemented for the betterment of the City as a whole.

ESSENTIAL FUNCTIONS:

1. Consults with managers, supervisors and other employees regarding process improvement.
2. Coordinates process improvement teams across the city and provides monthly, quarterly, and/or annual reporting.
3. Consults with departments and mentors staff to assist them in the development of process improvement projects across the organization.
4. Reviews and reports, to varied levels of the organization, the status of projects, the impact of delays on other projects and the current and projected utilization of resources such as facilities, personnel and equipment.
5. Promotes industry standards for process improvement development and deployment.
6. Uses trend and other analyses, monitor performance against planned outcomes and provides guidance for further enhancements or recommendations for improvements.
7. Conduct research, perform special studies and provide professional consultation in the areas of process improvement, reengineering, benchmarking and performance measurement as assigned throughout the City.
8. Provides training and mentoring of future process improvement project management resources.
9. Develops and analyzes statistical reports.
10. Participates in benchmarking studies, reviews research statistics and summarizes project results for current services provided by City support and/or for proposed new business ventures.
11. Monitors project efficiencies compliance and performance results.
12. Develops, administers and/or assists with technical training for City-wide CityU Process Improvement courses.

ADDITIONAL RESPONSIBILITIES:

1. Performs other duties as assigned.

KNOWLEDGE, SKILLS & ABILITIES:

1. Thorough knowledge of the principles, practices and techniques of process improvement.
2. Knowledge of the defined City Strategic Operating Plan and the effect the Plan has on the day-to-day operations of the City.
3. Thorough knowledge of benchmarking principles
4. Thorough knowledge of performance measurement and its use in organizational systems to help drive performance.
5. Knowledge of the principles, practices and techniques of project management.
6. Knowledge of the core business functions of all City departments.
7. Knowledge of adult learning concepts.

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8. Ability to use personal computers and PC-based spreadsheet, database, project management, presentation management and graphing software.
9. Skills in researching, collecting and interpreting data to develop improvements ensuring proper controls and customer satisfaction.
10. Ability to communicate how process improvements are derived and aid in development of measures for managers, supervisors, and/or employees.
11. Ability to organize and assist with multiple projects.
12. Ability to coordinate projects involving other City of Lakeland departments.
13. Ability to establish and maintain effective working relationships with co-workers and other City employees.
14. Ability to communicate effectively both orally and in writing.
15. Ability to write clearly and concisely on complex technical subjects.

WORKING ENVIRONMENT/CONDITIONS:

Requires sedentary work routinely involves walking or standing for long periods of time, also involves sedentary work that may require prolonged keyboarding or 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, field of vision, hearing, speaking, color, depth and texture perception and sense of smell.

QUALIFICATIONS (EDUCATION, TRAINING AND EXPERIENCE):

1. Graduation from an accredited four (4) year college or university with course work in Business Administration, Organizational Development, Public Administration, Finance or Accounting.
2. Two (2) years experience involving evaluation of business processes in governmental management and budgeting.
3. Specialized training in process improvement.
4. An equivalent combination of education and experience, which is 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 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.