POSITION DESCRIPTION

TITLE	Assistant Director Continuous Improvement
POSITION NO.	501008
LOCATION	Warwick
REPORTS TO	VP Institutional Equity, Human Resource, and Organizational Development
GRADE	BOE 13
WORK SCHEDULE	Non-Standard: 35 hours per week
SUPERVISION	Professional and clerical staff
REVISION DATE	January 2020

JOB SUMMARY:

Will lead and direct the implementation of structured improvement processes to ensure strategic, operational, and tactical improvements are realized throughout the organization. Responsible for tracking, managing and leading initiatives to drive excellence, efficiencies, and cost reduction.

DUTIES AND RESPONSIBILITIES:

- Leads the development and implementation of Organizational Excellence initiative, including institutional and operational metrics and progress tracking tools.
- Responsible for reviewing business processes across the college, in conjunction with college leadership, to proactively identify process improvement opportunities and drive enhancements.
- Analyze and measure the effectiveness of existing business processes.
- Identify business needs and lead efforts to build solutions that measurably serve to maximize resources and improve the client experience.
- Develop and implement business process, workflow, or system improvements to enhance institutional effectiveness.
- Ensure processes meet organizational quality standards, policies, and procedures.
- Using project management methodologies, plan workflows and work assignments to ensure the on-time completion of process design and redesign projects.
- Organize, drive, and report status of continuous improvement to empower the improvement of processes.
- Develop tools to support college work and facilitate education of key stakeholders.
- Other related duties as assigned.

LICENSES, TOOLS, AND EQUIPMENT:

Personal computer hardware and software, as well as peripherals.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:

- Master's degree
- At least three years of experience with integrated application software, such as Banner
- Project management experience
- Supervisory or training experience
- Excellent ability to problem-solve within large institutions/systems
- Strong interpersonal skills and the ability to work effectively and collegially with faculty, administrators, and colleagues required; ability to maintain high level of confidentiality
- Ability to work independently on multiple assignments and to work collaboratively within a team
- Excellent analytical, organizational and communications skills required. Must be detail oriented.

PREFERRED QUALIFICATIONS:

- Extensive knowledge of reporting software (such as Argos)

- Knowledge of higher education principles, practices, and procedures and knowledge of practices and procedures of an information services organization.
- Experience in technical writing and user documentation

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.