



## JOB DESCRIPTION

**JOB TITLE:** SPECIALIST – PROCESS EFFICIENCY

**REFERENCE NO:** 100497

**DIVISION:** STRATEGIC MANAGEMENT & ANALYSIS

**DEPARTMENT:** BUSINESS TRANSFORMATION OFFICE

**APPROVAL DATES:** BY: Rochelle Bancroft DATE: Oct 21, 2021  
MANAGING DIRECTOR, STRATEGIC MANAGEMENT & ANALYSIS

BY: Stan Schwartzberger DATE: Oct 21, 2021  
CHIEF HUMAN RESOURCES OFFICER

### **GENERAL DESCRIPTION:**

The position is responsible for leading effective process improvements within the City of Medicine Hat ('City'). This will include establishing a governance framework that guides process improvement activities, delivering internal awareness and education on techniques like LEAN, facilitating process improvements across the City working with teams to move from identification through to successful implementation of process improvements, as confirmed by identified metrics, and tracking and reporting on identified process improvement projects.

### **ORGANIZATIONAL RELATIONSHIPS:**

- This position will report directly to the Director – Business Transformation Office.
- This position will train, coach and mentor various personnel throughout the City organization ('Quality Circles') to develop the City's overall ability to leverage process efficiency techniques.
- This position will be a trusted advisor to, and maintain positive working relationships with, various management teams throughout the City.
- This position will develop and maintain relationships with external professionals to stay current with evolving best practice approaches for practical delivery of efficient process improvements.

### **PRIMARY FUNCTIONS/ACCOUNTABILITIES:**

- Establish a governance framework that guides process improvement activities across the City.
- Deliver internal process efficiency awareness and education to improve the organization's ability to identify process improvement opportunities. Provide deeper on-demand training around LEAN and other efficient process principles.
- Initiate and coach Quality Circles in various departments with the objective of equipping the Quality Circles with sufficient tools and guidance for their successful deployment of process improvement strategies.
- Facilitate the delivery of process improvements within the organization and track success metrics. Work with management teams to identify pinch points of process efficiency improvement implementation and help identify solutions.
- Track and communicate progression of active process improvement projects as they are identified.
- Continually improve existing lean governance, processes and training resources.
- Prepare summaries and reports on work activities.

### **REQUIRED COMPETENCIES:**

- Thorough knowledge of LEAN principles and other related process quality systems.
- Demonstrated ability to coach and mentor individuals and teams in instilling a LEAN and continuous process improvement culture, and in implementing process improvements.

- Demonstrated ability to create and deliver LEAN and other process efficiency training programs.
- Strong ability to ensure process efficiency principles and approaches are deployed and applied in a practical and effective manner.
- Strong verbal and written communication skills with an ability to communicate effectively at all levels of the organization.
- Strong ability to develop and maintain effective relationships with department and corporate staff.
- Demonstrated commitment to personal growth and continuing education.
- Strong computer skills, with working knowledge of Microsoft Office software.
- Demonstrated ability to work independently and display a high degree of self-motivation and initiative.
- Exceptional problem-solving skills, an aptitude to change adaptation, and strong stakeholder change management skills.
- Excellent project management and organizational skills with a proven ability to successfully carry out projects from conception to completion, in an efficient and orderly manner.
- Knowledge and understanding of City's Corporate Safety standards, including Health, Safety and Environmental Management System.
- Proven ability to function effectively in a diverse, fast paced and demanding work environment with challenging and competing priorities and projects.
- Proven leadership competencies including the ability to maintain and promote a cooperative, collaborative results-focused cross-functional team environment.

**REQUIRED QUALIFICATIONS:**

- Successful completion of a bachelor's degree in business process improvement or development from a recognized post-secondary institution.
- Five (5) years of demonstrated experience in implementing formal LEAN and other process efficiency practices within an organizational setting.
- Possess and maintain a valid Class 5 Driver's License with an acceptable driving record.
- A management approved combination of equivalent education, training and experience may be considered.