TITLE: **Process and Performance Analyst**

QUALIFICATIONS:

1. Associate’s Degree in Human Resources related field preferred, or
2. Certification in Human Recourses or related field from an accredited community college, university or Human Resources credentialing authority (HRCI, SHRM, etc.), or
3. High School Diploma or GED and
4. Has at least five (5) years of experience in business operations within public education
5. Has demonstrated competence in process and performance improvement and training
6. Has demonstrated effective interpersonal relations skills including the ability to communicate and work effectively with staff and the community
7. Is highly skilled in the use of computers, standard computer programs and public education related software

REPORTS TO: Director of Process and Performance Management

JOB GOAL: Engage in process and performance management measures to optimize resources, increase efficiency and effectiveness and provide related training to district departments and divisions.

PERFORMANCE RESPONSIBILITIES:

To assist The Director of Process and Performance Management as follows:

1. Support project teams in process quality activities by educating, coaching and mentoring others on process improvement philosophy, tools and application
2. Initiate and implement quality improvement activities as appropriate to raise the performance of the District’s processes and performance
3. Educate and train employees as to their impact in the quality management system
4. Manage system and process design through the various lifecycle stages from business need through design and delivery
5. Continuously improve District’s organizational capabilities to achieve process quality as part of project execution, including an awareness of the need to “do it right the first time.”
6. Proactively learn and utilize new technologies, concepts and procedures as appropriate and consistent with the District’s strategic plan
7. Respond to inquiries about projects from all departments and divisions
8. Foster communication between departments and divisions so all personnel understand the impact their processes and performance have on other departments and divisions
9. Support the Purchasing Agent in the review and assessment of vendor proposals for new software systems intended for business operations
10. Review existing processes and systems and perform root-cause analysis and other problem-solving activities to identify effective corrective actions and process improvements
11. Assist departments and divisions with the development and implementation of more efficient and effective processes and systems
12. Increase standardization of work processes
13. Assist in developing departmental plans, goals, objectives, policies and procedures
14. Identify and eliminate or mitigate major COPQ (cost of poor quality) processes
15. Report and update the status of projects and work assignments
16. Develop, implement and test all system and process implementations within departments and divisions
17. Collaborate with developers, production support, and account teams to provide technical direction on systems analysis, design, development, testing and deployment
18. Ensure timely and effective delivery of systems to implementation
19. Monitor vendor performance and establish criteria and rating system for critical vendors
20. Report to administration on quality issues, trends, ineffectiveness and inefficiency
21. Participate in internal and external quality audits
22. Establish and maintain liaison as required with the Board of Education, committees, departments and other relevant stakeholders
23. Perform other duties consistent with the position as assigned

TERMS OF EMPLOYMENT:

* Hourly (G13 on the classified hourly salary schedule)
* 8 hours per day
* 40 hours per week
* 246 days per year
* 12 months
* Board approved: