

SNOHOMISH COUNTY JOB DESCRIPTION

OPERATIONAL IMPROVEMENT PROGRAM MANAGER

Spec No. XXXX

BASIC FUNCTION

The Operational Improvement Program Manager is responsible for supporting the strategic direction and performance improvement initiatives of the department. As part of the department's management team, works cross-functionally with staff, subject matter experts and leadership to optimize operational processes and policies and identify processes/areas that will enable the achievement of the organization's performance improvement goals.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Assumes direct responsibility for select projects identified by management, some of which may require multi-disciplinary or multi-divisional coordination.
2. Implements process improvements, projects, and/or technologies for the department as directed.
3. Manages and promotes equitable and inclusive continuous improvement efforts for the department.
4. Reviews and analyzes processes, policies, procedures, and standard work as directed by management, and recommends improvements to achieve department goals.
5. Tracks and analyzes performance metrics and data for use in budgetary, personnel and resource decision making by management.
6. Identifies needs, creates, and produces communications, instructions and training materials for staff using a variety of mediums (videos, classes, e-learnings, blogs, printed and online materials, etc.). May conduct in-person and virtual training sessions.
7. Monitors process changes post-implementation for compliance with new operating procedures and measures progress on established process improvement goals.
8. Performs related duties as assigned.

MINIMUM QUALIFICATIONS

A Bachelor's degree in communications, public relations, public administration, business administration, political science or related field; AND three (3) years of experience in work related to the specific requirements of the position; OR, any equivalent combination of training and/or experience that provides the required knowledge and abilities. Must pass job related tests.

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KNOWLEDGE AND ABILITIES

Knowledge of:

- LEAN principles; continuous improvement tools and strategies
- equitable and inclusive policy and procedure development
- program development and project management
- techniques and strategies in conducting needs assessment and task analysis
- theories, practices, and procedures related to adult learning and training
- instructional design principles
- specialized functions directly related to the assigned department

Ability to:

- communicate effectively orally and in writing, both in-person and virtually
- evaluate and analyze programs, policies, procedures, and operations
- gather, analyze, and present data
- work professionally and respectfully with diverse groups of individuals (internal and external), elected officials, and the general public within a collaborative environment
- prepare clear and concise written materials
- create effective training materials through a variety of mediums (videos, classes, e-learning, blogs, printed and online materials, etc.)
- use technology to achieve objectives
- lead large scale process improvements
- maintain confidentiality of information
- establish and maintain effective work relationships with the department leadership team, employees, and other county departments including the Office of Operational Excellence
- plan and organize work, meet deadlines, and manage several projects simultaneously with minimal supervision in a team environment
- exercise initiative and judgment; make decisions within the scope of assigned authority

SUPERVISION

The employee reports to and receives direction from the department Director or designated administrative superior; and works collaboratively with division managers, supervisors, and team leads. Work is reviewed through meetings, status reports and results obtained.

WORKING CONDITIONS

Work is performed remotely or in the usual office environment.

Snohomish County is an Equal Employment Opportunity (EEO) employer. Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

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Class Established: March 2022

Updated:

EEO Category: 2 – Professionals

Pay Grade: 109 – Management Exempt Pay Plan (SCC 3.68)

Workers Comp: 5306 Non-Hazardous

FLSA Status: Exempt