



Office of Human Resources
Continuous Improvement Specialist III - CA3108
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General Statement of Duties

Performs full performance level professional work with teams to prepare and conduct process improvement training and events including developing, preparing materials for use in training and events, coordinating with department/agency management and participants, leading instruction on the use of process improvement tools, facilitating team decisions, managing team work, resolving team conflict, assisting in the development of implementation action plans, analyzing and reporting on data, and conducting follow-up.

Distinguishing Characteristics

There are three classes in the continuous improvement analyst series; however, this is not a progressive series.

The Continuous Improvement Specialist III is distinguished from the Continuous Improvement Specialist II that performs intermediate level professional work in improvement projects related to process and continuous improvement in the areas of quality, operations, productivity and cost using process improvement methodologies, data, and tools.

The Continuous Improvement Specialist III is distinguished from the Continuous Improvement Specialist IV that performs specialized, professional, complex and multi-dimensional work with teams to prepare, conduct, consult, facilitates, and manages continuous improvement training and events. Provides leadwork and/or supervisory duties to the Continuous Improvement team.

Definition of Continuous Improvement:

The continuous improvement analyst plays a lead role in continuous improvement projects by teaching and facilitating groups and teams, managing projects, monitoring for sustainability, presenting results and recommendations, and developing metrics and measurement tools to improve operating processes toward greater efficiency and effectiveness. Able to mentor staff in the development and utilization of continuous improvement methodologies and tools. Plays a key role in the development of a continuous improvement culture throughout the City and County of Denver.

Level of Supervision Exercised

By position, may performs project or operational leadwork.

Essential Duties

Plans and conducts work with teams to prepare and conduct process improvement training and events including developing, preparing materials for use in training and events, coordinating with department/agency management and participants, leading instruction on the use of process improvement tools, facilitating team decisions, managing team work, resolving team conflict, assisting in the development of implementation action plans, analyzing and reporting on data, and conducting follow-up

Presents, facilitates and leads assigned continuous improvement effort (workshops, training & coaching) using methods of appropriate team building, team energizing, data gathering and analysis, problem solving, project management and professional presentation skills.

Seeks and evaluates continuous improvement information, materials, and methods to match specific organizational needs as outlined by management, and adapts them to use in the execution of process improvement events.

Coordinates the development of event charters including identifying stakeholders, data analyst, and organizational readiness along with logistics for the event. Works with departmental management to assure appropriate participation and support. Assists in locating and reserving meeting locations and coordinating the delivery of services and materials necessary for a successful event.

Provides event follow-up to monitor the progress of planned improvement implementation to assure timely action, appropriate management support, and achievement of expected benefits. Uses appropriate measurement, analysis and evaluation methods to accurately identify and document continuous improvements. Partners with client group to build capability for data collection, tracking, and analysis to ensure stability.

Develops reports of overall continuous improvement activities including accomplishments, participation, projected activities, and anticipated needs.

Develops course content for continuous improvement training and course delivery methods, plans, and evaluation tools using the principles of adult learning theory.

Educate business partners/client groups regarding processes, roles and capabilities. Conducts leadership coaching on innovation management and best practices.

Coordinates with related departments/agencies and functions to assure appropriate information flow and understanding of overall continuous improvement direction.

Prepares purchase information for departmental/agency management review to identify materials, software and other resources required for effective implementation of continuous improvement.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Coaching and Consulting for Leadership - Works with leadership to create strategic plans, key performance indicators, operational standards and overall best practices in organizational management. This includes one-on-one coaching, training, support with data and employee management, and facilitation support across agencies.

Data and Analysis - Collects, evaluates, tracks, and reports data for frontline staff and executive leadership. Helps agencies establish baselines and key performance indicators, assists in the collection and clean-up of the data, and works with the team to create and report data through data visualization.

Decision Making – Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

Influencing/Negotiating – Persuades others to accept recommendations, cooperate, or change their behavior; works with others towards an agreement; negotiates to find mutually acceptable solutions.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Oral Communication – Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

Project Management – Manages all aspects of one or multiple projects through initiating, planning, executing, monitoring, and closing project, complying with established control systems and rules. Monitors processes, progress, and results. Determines objectives, sets priorities, delegates work, and provides others with a clear direction. Works with others towards an agreement that may involve exchanging specific resources or resolving differences.

Written Communication – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

Knowledge & Skills

Knowledge of continuous improvement principles and methods, team development and team leadership techniques, and project management methods.

Ability to plan, coordinate, schedule, lead, evaluate, and complete assignments.

Ability to analyze and solve problems.

Ability to manage and interact effectively with diverse groups.

Ability to conduct analysis, interpret data and facilitate projects with minimal supervision.

Education Requirement

Bachelor's Degree in Business Administration, Public Administration, Industrial Engineering or a related field.

Experience Requirement

Three (3) years of professional level experience consulting with management providing expertise in process improvement techniques to achieve department/agency objectives. Applying organization and business knowledge to market and communicate the benefits of Continuous Improvement and operates with substantial latitude for independent action or decision.

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

None

Working Environment

Subject to varying and unpredictable situations.

Maybe Potential exposure to hazardous chemicals.

Subject to many interruptions.

Subject to pressure for multiple calls, inquiries, and interruptions.

Level of Physical Demand

2-Light (10-20 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Agility: bends, stretches, twists, or reaches out with the body, arms, or legs.

Carrying: transporting an object; usually by hand, arm, or shoulder.

Color vision: ability to distinguish and identify different colors.

Crawling: moving about on hands and knees or hands and feet.

Crouching: bending body downward and forward by bending legs.

Eye/Hand/Foot Coordination: performing work through the use of two or more.

Fine Dexterity: Coordinate eye-hand to operate a vehicle, reach, hold, grasp and turn objects.

Fingering: picking, pinching, or otherwise working with fingers.

Handling: seizing, holding, grasping, or otherwise working the hand(s).

Handling: seizing, holding, grasping, or otherwise working with fingers.

Hearing/Talking: Hear and determine direction of sound.

Hearing: perceiving the nature of sound by the ear.

Kneeling: bending legs to come to rest on one or both knees.

Lifting: raising or lowering objects weighing no more than 20 pounds, from one level to another.

Oral Comprehension

Pulling: Exerting force upon an object so that it is moving to the person

Pushing: exerting force upon an object so that the object is moving away from the person.

Reaching: extending the hand(s) and arm(s) in any direction.

Repetitive motions: Making frequent movements with a part of the body.

Sitting: remaining in the normal seated position.

Standing: remaining one one's feet in an upright position.

Stooping: Bending the body by bending the spine at the waist.

Talking: Expressing or exchanging ideas by means of spoken words

Vision Far acuity: ability to see clearly at 20 feet or more.

Vision Near acuity: ability to see clearly at 20 inches or less.

Vision: To observe animal behavior, read signs, and reading colors.

Walking: moving about on foot on uneven surfaces.

Walking: moving about on foot.

Written Comprehension.

Background Check Requirement

Criminal Check

Education Check

Employment Verification

By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: A-811

FLSA Code: Y

Established Date: 2/24/2019

Established By: GT

Revised Date:

Revised By:

Class History: