



Office of Human Resources
Continuous Improvement Specialist II - CA3107
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General Statement of Duties

Performs standard or intermediate level professional work in improvement projects related to process and continuous improvement in the areas of quality, operations, productivity and cost using continuous improvement methodologies, data, and tools.

Distinguishing Characteristics

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

The Continuous Improvement Specialist II is distinguished from the Continuous Improvement Specialist III that performs full performance level continuous improvement work with teams to prepare and conduct continuous improvement training and events including developing, preparing materials for use in training/events, coordinating with department/agency management and participants, leading instruction on the use of continuous 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.

The Continuous Improvement Specialist II 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.

Essential Duties

Facilitating improvements in operating performance through fundamental rethinking and redesign of core processes utilizing continuous improvement methodologies, data, and other change management tools and recommends and supports changes or improvements based on study results. May work directly with staff, directors, and executive leaders to implement and maintain continuous improvement and data.

Coordinates the development of event charters including identifying stakeholders, data analyst, and organizational readiness along with logistics for the event. and scheduling of the events. 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 support to higher level Continuous Improvement Specialist and may lead on smaller projects.

Trains staff to develop the use of continuous improvement methodologies and tools to create a continuous improvement and data driven culture throughout the department/agency.

Serves as liaison to continuous improvement teams and with internal/external clients.
Enables key stakeholders' participation and acceptance of change efforts.

Provides assistance with data collection, tracking and reporting. Partners with client group to build capability for data collection, tracking, and analysis.

Develop curriculum and lead training for continuous improvement tools and methodologies to frontline staff and leadership.

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

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.

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.

Level of Supervision Exercised

None

Education Requirement

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

Experience Requirement

Two (2) years of continuous improvement experience and facilitation of events.

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: Ability to move quickly and easily.
 Carrying: Transporting or moving an object.
 Color vision: Ability to distinguish and identify different colors.
 Crawling: Moving about in a low or crouched position.
 Crouching: Positioning body downward and forward.
 Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.
 Fine Dexterity: Sufficient coordination to operate a vehicle and manipulate objects.
 Fingering: Picking and pinching, through use of fingers or otherwise.
 Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.
 Hearing/Talking: Perceiving and comprehending the nature and direction of sounds/ability to communicate ideas.
 Hearing: Perceiving and comprehending the nature and direction of sounds.
 Kneeling: Assuming a lowered position.
 Lifting: Moving objects weighing no more than 20 pounds from one level to another.
 Oral Comprehension: Ability to discern the meaning of oral speech.
 Pulling: Exerting force upon an object so that it is moving to the person.
 Pushing: Exerting force upon an object so that it moves away from the person.
 Reaching: Extending the hands and arms or other device in any direction.
 Repetitive motions: Making frequent or continuous movements.
 Sitting: Remaining in a stationary position.
 Standing: Remaining in a stationary position.
 Stooping: Positioning oneself low to the ground.
 Talking: Communicating ideas or exchanging information.
 Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.
 Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.
 Vision: Ability to perceive animal behavior, comprehend signs, and detect color.
 Walking: Ability to move or traverse from one location to another.
 Written Comprehension: Ability to discern the meaning of written words.

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-809
FLSA Code: Y
Established Date: 2/24/2019
Established By: GT
Revised Date:
Revised By:
Class History: