

GUILFORD COUNTY SCHOOL JOB DESCRIPTION

JOB TITLE: DIRECTOR - PROCESS MANAGEMENT

GENERAL STATEMENT OF JOB

Under administrative direction of the Chief Financial Officer, coordinates the implementation of the District's quality management system, including the structure of the system, document control, corrective and preventive action, control of non-conformances, internal auditing of the process management system, and continuous improvement and management reviews.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Directs the maintenance and operation of the Process Management System in establishing and maintaining quality records and required documentation, maintaining current revisions of all documents (manuals, procedures, forms, work instructions and training materials), assigning of document numbers, and facilitating departments in the addition, revision or deletion of documents.

Drafts and recommends to District management a quality management system, including quality manuals, procedures, work instructions and forms.

Provides technical, management expertise, training, and support to district regarding quality process management.

Manages, monitors, evaluates, and coordinates with all department in the scope of the quality management system.

Develops and trains staff in process mapping, and facilitates the review of processes by District staff by charting and documenting procedures, developing forms and records management systems, and examining processes and procedures and suggesting alternatives.

Coordinates the training of internal process auditors, and oversees their review of established processes.

Receives and distributes requests for corrective and preventive actions, by recording the request, providing it to the process owner, following up to ensure resolution, reporting to management review team, and notifying internal audit.

Prepares and provides Management Review Team with reports of the performance of the quality management system.

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Prepares written and oral reports, presentations, memoranda and correspondence for a variety of audiences.

Monitors customer feedback from any and all feedback methods conducted by the school district.

Designs, develops and maintains the process management web site.

ADDITIONAL JOB FUNCTIONS

Performs other related work as required.

MINIMUM TRAINING AND EXPERIENCE

Bachelors degree in business, industrial psychology, education, or a closely related field. Experience in managing a quality improvement system and business information management systems applications or any combination of education and experience that would provide the required knowledge, skills and abilities.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of automated office machines and equipment including computers, calculators, adding machines, label guns, etc. Must be able to exert a negligible amount of force frequently to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time, but may involve walking or standing for periods of time.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural, or composite characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes receiving instructions, assignments and/or directions from superiors.

Language Ability: Requires the ability to read correspondence, reports, financial statements, etc. Requires the ability to prepare correspondence, reports, charts, etc., using proper format. Requires the ability to speak to people with poise, voice control and confidence.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using automated office equipment.

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Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

Intelligence: Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form; deal with several abstract and concrete variables.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions.

Physical Communication: Requires the ability to talk and/or hear: (talking: expressing or exchanging ideas by means of spoken words; hearing – perceiving nature of sounds by ear). Must be able to communicate via telephone.

Manual Dexterity: Requires the ability to handle a variety of office machines, etc. Must have minimal levels of eye/hand/foot coordination.

KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of the operations and activities of the department.

Knowledge of the principles of total quality management and continuous improvement

Skill as a facilitator.

Ability to develop and implement training.

Ability to form logical, persuasive arguments to compel action.

Ability to analyzing complex problems and arrive at viable solutions.

Ability to communicate effectively both orally and in writing.

Thorough knowledge of and ability to use grammar, vocabulary, spelling and punctuation.

Thorough knowledge of office practices and procedures.

Considerable knowledge of common word processing, spreadsheets and file maintenance programs.

Considerable knowledge of computers and peripheral equipment.

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Skill in the operation of a computer.

Ability to work independently with little guidance.

Ability to maintain confidential information.

Ability to interact and deal with the public in a professional manner.

Ability to generate correspondence and reports independently.

Ability to operate common office machines.

Ability to plan and prepare meeting agendas.

Ability to sort and distribute documents.

Ability to maintain complete and accurate records and to develop standard reports from those records.

Ability to understand and follow oral and written instructions.

Ability to exercise independent judgment and initiative in applying standards to a variety of situations.

Ability to establish and maintain effective working relationships with other employees and the general public.

DISCLAIMER

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.