

**Public Works Commission**  
Of the City of Fayetteville, North Carolina 28302

**Position Classification Plan**  
**Job Description**

**TITLE: PROCESS IMPROVEMENT ANALYST** **GRADE: 4 1 3**

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**TITLE ABBREVIATION: PROCESS IMP. ANALYST** **EEO CODE: 2** **CODE: A5803**

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**FLSA CODE: E REVIEWED DIR HUMAN RESOURCES:** **DATE:**

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**DIVISION: CORPORATE SERVICES** **DEPARTMENT: CORP. DEVELOPMENT**

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**SUPVR'S TITLE: PMO SUPV APPROVED CEO/GM:** **DATE:**

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**SUMMARY OF RESPONSIBILITIES:** This class is responsible for numerous functions and activities enterprise-wide that are tied to process creation, optimization and ultimately developing solution designs that lead to more effective and efficient operations. Responsibilities include, but are not limited to, leading and supporting efforts across all divisions and departments to: examine processes holistically to understand the impact of changing them on people, strategy, systems, and general business operations; identifying solutions that will enhance processes and associated work flows; creating detailed documentation for critical processes that support business, technical, and disaster recovery requirements; leading organizational change management initiatives to minimize employee resistance and maximize employee engagement, to include design and implementation of a structured methodology, development and management of communications, conducting impact analysis to assess change readiness, and leading training efforts; working with others, this class is responsible for efforts to align process documentation with training and testing requirements for projects and applications; leading comprehensive requirements gathering, process reengineering/optimization efforts, and monitoring activities that lead to better utilization of systems and resources and resolution of business and operational challenges; and designing and implementing plans to ensure continuous process improvement strategies are put into place to ensure all critical processes are routinely reviewed and updated as needed. Operating under general supervision of the Program Management Office (PMO) Supervisor, work is performed in accordance with established policies and procedures, with leeway allowed for the exercise of independent judgment in carrying out the details of the work. Performs related work as required.

**ESSENTIAL FUNCTIONS:**

1. Assures safety rules are enforced and no lost time accidents occur;
2. Provides input into department/division objectives/long range plans; assures all goals are met in area of responsibility; provides input into annual work plans, programs, staffing requirements, equipment requirements, and related budgets, as appropriate;
3. Assures the technical and/or professional expertise of employees; provides career development and training programs; assures employee participation in all required safety and training programs; encourages individual career development;
4. Creates and maintains an atmosphere conducive to good employee/management relations; recognizes the rights of individual employees; addresses problems affecting employee/management relations;
5. Assures the productivity and quality of work for all areas of responsibility; identifies/recognizes/analyzes problems; selects and implements sound/timely/effective solutions; promotes participation, cooperation, and teamwork; adjusts leadership style to individual, group, and/or situation needs;
6. Responds to customer's (internal and/or external) concerns/complaints in a professional/timely manner; communicates concerns/complaints to manager, when appropriate; maintains composure at all times;

**PROCESS IMPROVEMENT ANALYST:** cont'd

7. Interviews, selects, hires, promotes, demotes, transfers, and recommends termination of employment to management; reviews the performance of staff to encourage growth and development; provides on-going feedback with frequent contacts with employees; maintains 98%, or greater, attendance average;
8. Recommends approval of travel/vacation/leaves of staff;
9. Performs timely employee reviews in accordance with PWC policies/procedures; applies appraisal process accurately and impartially; corrects performance deviations; subordinates, collectively, meet 98% of their standards;
10. Prioritizes work, based upon project requirements, to ensure effective utilization of available resources; anticipates needs; provides accurate and timely reports in all areas of responsibility.

**EQUIPMENT OPERATED:** Computer, calculator, communication equipment, and other equipment, as required

**FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:** Thorough knowledge of safety rules, regulations, and procedures; thorough knowledge of Microsoft Office software applications, to include Excel, PowerPoint, Word, and Visio; ability to communicate effectively, both orally and in writing; ability to evaluate diverse data sets (financial results, operational metrics, systems data, etc.) and determine critical needs and cause/effect relationships; ability to isolate key information and determine the impact of process or procedural changes; ability to use critical thinking skills to identify effective and efficient solutions for complex problems; ability to quickly grasp new practices and derive opportunities for improvement; ability to effectively communicate complex information to a variety of audiences; ability to quickly adapt to evolving needs and priorities; knowledge of and ability to apply best practices in process optimization/reengineering across diverse work flows; ability to manage and direct activities of diverse teams; knowledge of process mapping techniques, to include critical examination of routes/exceptions and consensus building; ability to analyze data, make decisions, and facilitate continuous process improvement efforts across all divisions; ability to manage multiple process initiatives and deadlines; knowledge of and experience using change management principles, methodologies and tools; ability to develop communications to effectively share information related to process changes that impact employees and/or customers; and ability to work independently and deliver outcomes as planned.

**MINIMUM QUALIFICATIONS:**

(A) Graduation from a four (4) year accredited university/college with a Bachelor's degree in business, finance, engineering, project management or related field (Master's degree or relevant certification preferred), and a minimum of five (5) years of relevant experience and similar responsibilities; OR

(B) Graduation from two year Community/Technical College with a degree in business, finance, engineering or related field with a minimum of nine (9) years of experience as defined in (A) above.

**SPECIAL REQUIREMENTS:** Must possess and maintain a valid North Carolina Driver's License.

**PHYSICAL REQUIREMENTS:** Must be able to perform the essential functions of the position.

**SAFETY HAZARDS:** Minimal.

**PROTECTIVE EQUIPMENT:** As required in the Public Works Commission's Safety Manual.