

Process Improvement Coordinator Hiring Snapshot¹

The University
of California,
Berkeley

Business Process Analysis and Alignment Lead

Job Summary

This position is for the Berkeley campus; the UCPATH PMO at Berkeley is looking to hire a Business Process Lead. This position will study the current business processes in the context of UCPATH alignment and propose future business processes to improve productivity, efficiency, and operational costs. With a team of UCB business leads and subject matter experts they will examine the way the organization operates and recommend ways it can work more seamlessly with the campus customers, local HR/Payroll processing, and the UCPATH center.

This incumbent will 1) lead local efforts assessing UCPATH proposed business processes and designing local processes to align, 2) ensuring the technical UCPATH implementation supports seamless, efficient processes at Berkeley, 3) collaborates with shared services and departments to streamline business process and align with UCPATH implementation, and 4) facilitating the adoption and smooth operation across the Central units particularly Berkeley Payroll, Human Resource, Academic Personnel, Shared Services and the UCPATH Center. The incumbent will work closely with the leads and subject matter experts (SMEs) in Payroll, Human Resources, Academic Personnel, and Shared Services. This requires an excellent understanding of human resource and payroll business processes, experience with Oracle PeopleSoft ERP application, and HR related policies. In addition to leading the business process analysis and alignment the incumbent and team of business leads and subject matter experts, will support the efforts of the other 5 teams: data conversion, integration, downstream system retrofits, data archival, reporting and testing until the project's successful conclusion.

Job Responsibilities

- Responsible for the development and implementation process of the campus' products and services involving departmental or cross-functional teams focused on the delivery of new or existing products. This position facilitates the necessary analysis of UCPATH business processes and facilitates the universities alignment with those processes while satisfying local HR/Payroll business needs. Coordinates any necessary cross team work. Works closely with project business analyst(s) and central business representation from HR/Payroll/CSS-HR/Acad Personnel. In addition, facilitates the alignment of campus business needs with the UCPATH technical implementation.
- Responsible for providing analysis for highly complex, project-related issues and campus business processes.

1) Emsi Analyst™. The Forum identified national job postings in the "Colleges, Universities, and Professional Schools" [North American Industry Classification System](#) (NAICS) industry for professionals with a bachelor's-level degree or above and with required skills in 'process improvements' and other related skills (e.g., 'business process,' 'business process improvement'). Employers posted all job postings between June 1, 2018 and May 31, 2019.

- Interacts with senior internal and external personnel both at UCB and UCPATH.
- Organizes the interdepartmental activities ensuring completion of the business process re-design.
- Applies advanced technical project management concepts with a full understanding of project management practices and IT policies and procedures.
- The position provides project status updates and coordinates efforts with all the local UCPATH teams, Berkeley campus, and UC-wide project team

Job Requirements

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Required Qualifications

- Requires highly effective business process re-engineering skills. Strong leadership, multitasking, and time management abilities
- Excellent process design skills that can be applied towards multiple content areas. Has an understanding of how programs relate to other business strategies and initiatives. Be a strong business and data analyst
- Strong analytical, problem solving, critical thinking, organizational, skills. Be an adaptable, problem solver
- Demonstrated understanding of business priorities, challenges, and direction to drive change and desired outcomes
- Ability to handle ambiguity in a fast-paced environment with multiple concurrent tasks and changing priorities
- Ability to give clear direction on business requirements and technical specifications to a technical team
- Excellent written, oral, facilitation, and interpersonal communication skills
- Strong collaboration and teamwork skills. Demonstrated ability to lead in a collaborative environment, build consensus and promote the exchange of

information among project team members. Able to interface with all levels of management and staff

- Demonstrated excellent influencing, conflict management, and negotiation skills
- Ability to promote and implement changes to current practices and processes
- Track record of achieving results
- Strong presentation skills, ability to present to an audience that can vary from 20 to 150
- Ability to balance the campus customer with overall Berkeley organizational needs including efficient, cost effective operations
- Knowledge of common HR/Payroll Management systems. Demonstrated understanding of data dependencies and downstream impact of system, policy, benefits and labor changes
- Experience with Oracle PeopleSoft HR/Payroll system implementations or upgrades
- Advance understanding of HR/Payroll business processes including data, policies and applicable regulations
- Possess advance Visio skills
- Bachelors degree in related area and/or equivalent experience/training
- 10+ years experience involved in Human Resource and/or Payroll business processes for a large organization or equivalent
- 7+ years experience implementing complex business systems for a large organization or equivalent training/experiences

Preferred Qualifications

- Professional PMP certification
- Knowledge of UC Berkeley HR/Payroll business process and practices
- Familiarity with UC policies, processes, and practices
- Knowledge of the UC system UCPATH project
- Experience in Higher Education administration

Pennsylvania
State University

Continuous Process Improvement Consultant

Job Summary

Penn State College of Engineering is seeking a Continuous Process Improvement Consultant to support managers and staff throughout the College with continuous administrative business process improvements. Reporting to the Director of Finance, this position will help the College realize the full potential of the University enterprise system transformations (people, process, and technology) by collaborating with HR staff (people) and system experts (technology) to help College staff understand, develop, implement, and continuously improve business processes (process).

Job Responsibilities

The Consultant will identify, lead, and train change agents within the College to communicate, train, and problem-solve initiatives with new or updated administrative processes, procedures, and policies to maximize faculty effort in teaching, research,

and service. Supporting enterprise financial system transition and subsequent phased implementations will be the primary focus of the position for the first three years.

Education and Experience

- Typically requires a Bachelor's degree or higher plus three years of related experience, or an equivalent combination of education and experience
- The ideal candidate will have demonstrated experience within an academic/research department in administrative processes (both HR and Finance administration) with examples of working with staff to improve business processes
- Must be able to bring together and collaborate with experts across the University to evaluate processes and develop/deliver training material and documentation for administrative staff and managers through a variety of methods
- Experience with instruction in communication techniques and strategies to assist staff managers and local department change agents with communications and training their staff within their departments is highly desired

Pennsylvania
State University

Senior Business Process Lead

Job Summary

The Senior Business Process (BP) Lead will be responsible for leading the scoping, planning, design, development, testing, and implementation of a project life cycle for Business and Finance business process initiatives. The successful candidate must understand and model the impact of significant business process changes, and assist with implementation of proposed changes. The Sr. BP Lead works with business units' Subject Matter Experts (SMEs) to inventory current state processes, model future state processes based on needs and strategic visions of the unit and university, manage issues and risks to completion, and assists in identifying additional resources necessary to execute the project plan. The successful candidate will serve as a liaison to end users by ensuring effective communication and collaboration, managing User Acceptance Testing activities with assigned areas, and executing end-to-end BP and integrated system testing as needed. The successful candidate is an excellent communicator, critical thinker, motivated with a positive attitude, and able to work independently to gather and evaluate data.

Required Qualifications

- Bachelor's degree in a related field, or equivalent combination of education and experience; minimum of eight years of experience in finance/business process implementation role(s), or equivalent business experience; demonstrated successful leadership expertise and project management, with the ability to multi-task and manage multiple projects and strategic initiatives, including the team members assigned;
- Ability to communicate effectively and professionally with employees, peers, executive leadership, customers, vendors, technical team members and others;
- Demonstrated expertise of building consensus across diverse business groups and leaders, while influencing successful outcomes;
- Demonstrated experience facilitating work groups;
- Project management experience;
- Supervisory experience including hiring, training, coaching and evaluating;
- Deep knowledge of financial business processes.

Desired Qualifications

- Strongly prefer candidates that have experience with complex, large-scale ERP, preferably cloud ERP, specifically Workday, implementations
- It is preferred that the candidate has a background with higher education, and/or with healthcare/academic medical center experience
- Desired candidates with specific experience with Accounting, Accounts Receivables/Customer Contracts and/or Expenses
- Also prefer candidates with PMP, CAPM, Lean/Six Sigma and/or other relevant certification
- Target Salary \$95,000.00 - \$110,000.00

Carnegie Mellon
University

Process Improvement Project Manager, Finance Division

Job Summary

The Finance Division provides financial management, enterprise planning and stewardship in support of education, research, and strategic goals of the university. Our mission is to provide university partners with the tools and resources needed to be well-informed leaders and effective decision makers.

Job Responsibilities

We are seeking a skilled and motivated Process Improvement Manager to identify process improvement opportunities, as well as to plan, lead, and manage projects that support process improvements, including system implementations, within the Finance Division. We will look for you to utilize LEAN and Six Sigma methodologies to provide expert project management and process improvement services to complex projects within our division which impact the university. You will take projects from original concept through final implementation, integrating structured project management methodology and utilizing process improvement techniques. You will be accountable for:

- Project planning, scheduling, and budget and risk assessment throughout project cycle
- Defining and solidifying decision making methodologies and project governance
- Meeting with key partners and other senior leaders to identify and assess process problems and/or opportunities and crafting process improvement solutions
- Working with process owners and other subject matter experts to identify scope of processes to be examined, define business requirements, establish success criteria, etc.
- Developing project plans, tracking activities to completion, identifying and raise issues as well as effectively removing roadblocks
- Facilitating communications for project teams, sponsors and university constituents
- Consulting and partnering with multi-departmental partners
- May direct/garner staff resources at various stages in the project cycle
- Maintaining shared accountability for project outcomes

You will be expected to collect, analyze, and communicate data utilizing a variety of techniques (ex. bench-marking with peers, conducting interviews and/or focus groups with internal partners, etc.) to gather information about current state, best

practices/industry standards, and desired future processes. Collect and assess data on process improvement and performance. Document processes and methodologies for senior leadership, process owners, and other key partners. Provide timely & accurate status reports/updates designed to track achievements, raise risks/issues, as well as provide transparency to Director as well as to each projects process owner and/or sponsor. You will also need to identify opportunities for improvement and recommend solutions, and form collaborative teams/working groups with personnel/stakeholders from across the university. Identify improvements and develop recommendations/solutions that allow senior leadership and process owners to make decisions about strategies and projects as well as recommend/facilitate quality improvement efforts and new best practices to ensure realization of improvements. Create process maps current/future with insights from cross-functional team members, identify opportunities/dependencies, and then use this data to make recommendations to improve processes. Develop communication plans and provide project status updates as needed for division communication purposes.

Qualifications

- Bachelor's degree required, Master's degree preferred
- 8-10 years of progressively complex and responsible project management and process improvement experience using LEAN and Six-Sigma methodologies/tools/approaches.
- Experience managing diverse projects, including system implementations and financial processes, involving multiple phases and with partners from various departmental units highly desirable
- PMP and/or Six Sigma Black Belt certification preferred

Marquette
University

Process Improvement Analyst

Job Summary

The Process Improvement Analyst will assist in the execution of university-wide initiatives to implement new and improve existing processes and procedures for IT Services projects. In this role, you will be creating a plan to improve processes and efficiencies.

Duties and Responsibilities

1. Support the IT Services PMO in improving Marquette University processes.
2. Using proven techniques design solutions that solve operational problems or improve current processes.
3. Identify key performance metrics for new initiatives as well as existing processes. Define the correct reporting methods, channels, and formats for users.
4. Serve as the voice of the university in cross-functional projects involving the design, configuration or deployment of diverse initiatives across all areas of the university:
5. Act as a subject matter expert for operational processes, to support other departments in developing/improving their processes.
6. Work collaboratively in project teams and across the organization in the development and refinement of university processes.
7. Analyze requirements for processes.
8. Document, using flow charts and other tools, current and proposed processes.

9. Perform other duties and responsibilities as required, assigned, or requested.

Required Knowledge, Skills and Abilities

- Bachelor's degree in a computer related field or at least 4 years of experience in an IT related field.
- 1 year of relevant experience required.
- Strong analytical and application support skills.
- Ability to adapt to new tools and applications, and advocate for technological advances.
- Demonstrated written and oral communication ability and the capacity to manage multiple and changing priorities in a fast-paced environment.
- Must be able to maintain an effecting working relationship with a diverse group of colleagues, including faculty and students.
- Fluency with Office 365 especially Excel, PowerPoint, and Visio.
- This role will occur mainly in an office environment with heavy computer use, but will also require mobility around the campus.

Preferred Knowledge, Skills and Abilities

- Lean experience, Six Sigma experience higher education experience is a plus

Labor Market Data

Employer Demand Data

Frequently Requested Skills, Frequently Posted Job Titles, and Employers that Frequently Post Job Openings for Process Improvement Professionals

Skills Employers Frequently Post for Process Improvement Professionals with a Bachelor's-Level Degree or Higher

June 2018-May 2019, National Data²

n=138 unique job postings



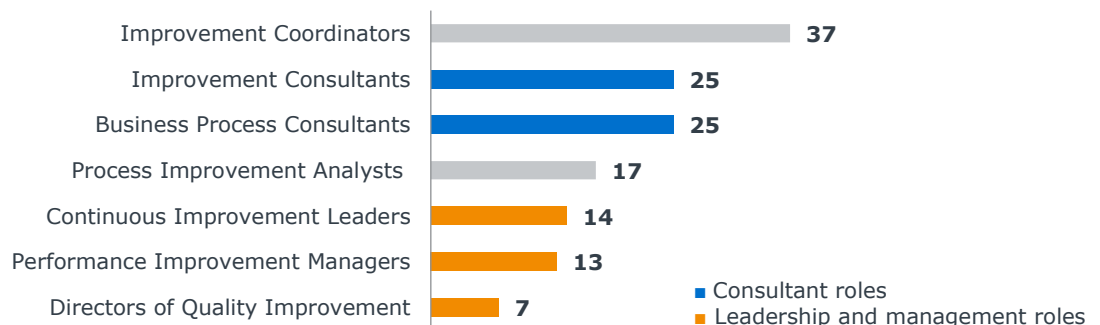
Hard skills refer to specialized, advanced abilities such as 'business process' and 'lean six sigma.' Common skills refer to personal attributes frequently sought by employers across industries (e.g., 'management,' 'presentations')

■ Process improvement skills
■ Management skills

Job Titles Employers Frequently Post for Process Improvement Professionals with a Bachelor's-Level Degree or Higher

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■ Consultant roles
■ Leadership and management roles

1) Emsi Analyst™
2) Emsi Analyst™

Employers that Frequently Post Job Openings for Process Improvement Professionals with a Bachelor's-Level Degree or Higher

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