Position Title: Process Improvement Coordinator

Employee:

Department: Office of the University Registrar

Reports To: University Registrar

The following statements are intended to describe the general nature and level of work to be performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

General Function (Description):

The Records Process Improvement Coordinator is responsible for identifying and coordinating process improvement initiatives within the Office of the University Registrar, including best practices and standard operating procedures. The role is responsible for identifying, planning and implementing key projects to improve quality, reduce cost, increase productivity and improve cycle time, resulting in significant business improvement and customer satisfaction. The Coordinator will oversee the process improvement initiatives. The incumbent assists in all areas of the Office of the University Registrar to ensure improved service.

Examples of Duties and Responsibilities:

- Oversees and supports the development, analysis and implementation of key process improvement initiatives for the Office of the University Registrar and the Office staff.
- Develop plans, schedules, and budgets for projects to innovate existing processes.
- Develop and update procedures and work instructions for improved processes.
- Introduce and Implement sustainable continuous improvement methods and best practices throughout the Office of the University Registrar.
- Develop tools and methods to track and report relevant key performance indicators (KPI’s).
- Provide technical and operational recommendations for meeting productivity targets/goals.
- Identify operational processes and procedures that software applications might improve.
- Formulates policy for review and approval of process improvement initiatives.
- Provide support in all phases of process improvement associated with student registration.
- Provide ongoing training and cross training.
- Performs other related duties as assigned.

Knowledge, Skills and Abilities:

- Knowledge University Policies and Procedures.
- Knowledge of change management and business improvement practices.
- Familiarity with IT logistic systems
- Strong analytical skills
- Possess excellent oral and written communication skills.
- Demonstrate an ability to work under pressure.
- Exhibit strong interpersonal skills in working with students, staff and faculty.
- Proficient in MS Office, including, Outlook, Excel, Word, Power Point and Project
- Computer and associated software literacy
- Possess excellent organizational and planning skills.
Minimum Hiring Standards:

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<tr>
<th>Education</th>
<th>Must possess at least a Bachelor's Degree in Business, Computer Science, Engineering or another appropriate discipline.</th>
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<tbody>
<tr>
<td>Years of Experience Required</td>
<td>2 – 4 years experience preferred</td>
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<td>Years of Management/Supervisor Experience</td>
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