



POSITION TITLE: **Process Management Specialist (Supervisory Level)**
REPORTS TO: **Operations Delivery Manager**
DEPARTMENT/SECTION: **Integrated Services / Process Management**

OVERALL PURPOSE:

- Optimizes business processes by increasing process effectiveness through quality and productivity improvements, and at the same time ensures effective risk management. Establishes work standards.
- Conducts work/process improvement studies. Coordinates and participates actively in various Process Management initiatives.

SKILLS AND KNOWLEDGE REQUIRED:

- Bachelor's degree preferably in Engineering, Statistics or Management.
- Preferably certified in Lean, Six Sigma or Similar Improvement methodology.
- Project Management Certification a plus.
- 2 to 5 years of process improvement/project/ change management experience.
- Experience in facilitating problems-solving activities, training sessions preferred.
- Excellent written and verbal communication skills.

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