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## JOB DESCRIPTION

**Job Status:** Permanent / Full Time

**Job Title:** Process Improvement Coordinator

**Reports to: Job Title:** Director of Business Transformation and Optimization

### Position Overview:

This position is responsible for identifying and coordinating process improvement initiatives within Spectrotel, 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.

### Essential Functions:

1. Execute process improvement solutions to business problems, using data analysis and optimization tools to support strategic process improvement plans.
2. Support process team in identifying, verifying, analyzing, and implementing process improvement and process re-engineering opportunities.
3. Provide technical and analytical support for process improvement initiatives.
4. Develop process analysis and re-engineering to improve efficiency, lower costs and improve product quality.
5. Facilitate the design and implementation of new/improved process models and organizational structures.
6. Train and guide resources in process improvement techniques.
7. Assist in development of new process capabilities.
8. Perform project management, analytics, and measure to ensure milestones are met and deliverables achieved.
9. Coordinate with various teams to analyze project results and performance.
10. Identify and manage resources to deliver effective solutions. Collaborate with Leadership, identify stakeholders and interview staff at all levels of the organization.
11. Ensure that the team works in accordance with the approved company operating policies, procedures, practices and methods.
12. Identify key organizational change management and training needs that recommended process redesign will have on a business unit.
13. Develops tools and methods to track and report relevant key performance indicators (KPI's).

### Knowledge, Skills or Abilities

#### Required

- Associates Degree
- MS Office including Word, Excel, Visio and PowerPoint
- Analytical problem-solving, ability to identify issues and apply structured and disciplined methodology to identify root cause using data and implement solutions.
- The ability to handle multiple, complex priorities and balance the needs of each according to business impact.
- Strong written, verbal, presentation, and facilitation skills to communicate information in understandable terms to all levels of the organization
- Strong interpersonal and collaboration skills involving interfacing, coordinating and negotiating with cross functional teams and leadership at all levels to facilitate improvements across the organization.
- The ability to work independently and be effective in a fast-paced environment.

The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. The Company recognizes that an individual with a disability may require an accommodation to enable him/her to successfully perform a job function. Consideration will be given to reasonable accommodations.