

# SNOHOMISH COUNTY JOB DESCRIPTION

## CONTINUOUS IMPROVEMENT LEADERSHIP DEVELOPMENT PROGRAM MANAGER

Spec No. 1177

### BASIC FUNCTION

To assist the Continuous Improvement Director to lead and create countywide culture of continuous improvement that supports the transformation of the County's processes and systems in order to achieve both customer service and operational excellence.

The Continuous Improvement Leadership Development Program Manager is responsible for identification, design, development, and implementation of managerial and leadership programs to ensure a capable pipeline of current and future talent that aligns Snohomish County's Service and Technology Excellence Program objectives.

### STATEMENT OF ESSENTIAL DUTIES

1. Works as part of the team to share ideas and improve operations; recommends, supports and implements continuous improvement activities.
2. Integrates Organizational Development and Leadership Development to build a continuous improvement culture.
3. Designs, improves, implements and manages frontline supervisor and manager development programs and associated projects to achieve strategic business goals and operational objectives, using Training Within Industry (TWI) as the foundation to develop Skills in Leading, Skills in Instructing and Skills in Improving Methods.
4. Partners with global HR Business Partners and Talent Management leaders to position manager and leadership development frameworks related to acquisition, development, performance and succession planning.
5. Partners with and coaches leaders at all levels in the organization.
6. Designs, develops, coordinates, delivers and measure leadership and professional development, manager training that improves business performance and grows the organizations' managerial skills in alignment with Snohomish County's Service and Technology Excellence Program.
7. Ensures instructional design aligns to the 70/20/10 methodology and crosses multiple learning media and platforms to best facilitate a common approach and language to meet global learner needs.
8. Develops, manages, and publishes predictive learning evaluations and program effectiveness metrics aligned to business outcomes on a quarterly basis.
9. Creates and manages the project plan for implementing leadership and professional, manager development programs and processes.

# SNOHOMISH COUNTY JOB DESCRIPTION

## CONTINUOUS IMPROVEMENT LEADERSHIP DEVELOPMENT PROGRAM MANAGER

Spec No. 1177

### STATEMENT OF ESSENTIAL DUTIES (Continued)

10. Promotes good customer service and public relations; coordinates special programs and projects with other county departments and outside agencies as required.
11. Participates in the development and evolution of continuous improvement methodology and training curriculum.
12. Performs related duties as required.

### MINIMUM QUALIFICATIONS

A Bachelor's degree in a related field required with a preferred focus on Instructional Design, Organizational Development or equivalent; AND five (5) years of experience with demonstrated comprehensive knowledge of Lean and continuous improvement methodologies and tools; AND three years as a master Training Within Industry trainer; OR any equivalent combination of training and/or experience that provides the required knowledge and abilities

### SPECIAL REQUIREMENTS

- Training Within Industry Master Trainer Certification
- Certified Professional Coach
- Fierce Conversation Facilitator
- Lean Certification from an accredited organization

### PREFERRED QUALIFICATIONS

Experience leading and/or supporting Lean activities in the public sector.

Experience with change management methodologies –PROCI preferred.

### KNOWLEDGE AND ABILITIES

Knowledge of:

- effective facilitation, teaching and coaching skills at all levels of the organization
- project management methodologies
- interpersonal and communications skills
- process management
- performance measurement/management experience in operations
- written and oral presentation skills in a variety of formal and informal settings, both inside and outside the organization
- analytics, targets and key performance indicators setting

## SNOHOMISH COUNTY JOB DESCRIPTION

### CONTINUOUS IMPROVEMENT LEADERSHIP DEVELOPMENT PROGRAM MANAGER

Spec No. 1177

#### KNOWLEDGE AND ABILITIES (Continued)

Ability to:

- manage and execute projects
- be analytical, solve problems, and manage time effectively
- think systemically
- work in a fast paced environment with multiple priorities
- demonstrate knowledge and successful application of adult learning theory
- demonstrate excellent interpersonal and communication skills
- operate independently on a day-to-day basis and is collaborative in nature
- demonstrate a continuous improvement mindset
- demonstrate capability leading others through influence
- achieve measurable results
- establish and maintain effective working relationships with client departments, vendors, superiors, associates and team members
- be self-aware, resilient, optimistic and open to change
- work in a diverse and dynamic environment
- successfully conduct root cause problem solving
- communicate effectively both orally and in writing
- work under pressure and manage workload

#### SUPERVISION

The employee reports to the Continuous Improvement Director. Considerable independent judgment is exercised in resolving administrative and technical problems. Performance is evaluated through results obtained.

#### WORKING CONDITIONS

The majority of the work is performed in the usual office environment with occasional field trips to locations throughout the county. The employee may occasionally be required to work evenings, weekends, and holidays as circumstances dictate.

Snohomish County is an Equal Employment Opportunity (EEO) employer. Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: December 2017  
EEO Category: 2 – Professional  
Pay Grade: 110 – Management Exempt Pay Plan  
Comp: 5306 Non-Hazardous