

SNOHOMISH COUNTY JOB DESCRIPTION
CONTINUOUS IMPROVEMENT SPECIALIST

Spec No. 1174

BASIC FUNCTION

To assist the Continuous Improvement Director to lead and create a 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.

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. Works with departments to analyze, current work practices, identify areas for improvement and develop partnerships implement process and procedure improvements.
3. Facilitates process mapping, value stream mapping, and identifies inefficiencies in productivity with a particular focus on layouts and sequencing of work.
4. Recommends to management changes that can cut waste from operating procedures and streamline processes.
5. Deploys appropriate problem solving methodologies and supports teams to solve problems; ensures the escalation process for problem solving is effective.
6. Partners with departments to implement standard work, visual workplace and error proofing as it relates to the Continuous Improvement and Lean methodologies.
7. Performs root cause analysis and conducts risk assessments for process improvement.
8. Works collaboratively with employees, Labor Unions and others to ensure support and participation of the county's labor unions in the continuous improvement process.
9. Coordinates and communicates with other departments, customers, suppliers and other service providers for continuous improvement efforts.
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.

STATEMENT OF OTHER JOB DUTIES

12. Performs related duties as required.

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MINIMUM QUALIFICATIONS

A Bachelor's degree in business administration, public administration or related field; AND four (4) years of experience with demonstrated comprehensive knowledge of Lean and continuous improvement methodologies and tools; which include three (3) years of continuous improvement proven results in operations; OR any equivalent combination of training and/or experience that provides the required knowledge and abilities.

PREFERRED QUALIFICATIONS

Lean Certification from an accredited organization.

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

Experience with enterprise financial systems.

Experience with change management methodologies.

TWI (Training Within Industry) certification.

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

Ability to:

- apply Lean thinking, concepts and methods with measurable improvement results
- apply experience, logic and analytical thinking
- be achievement and results focused
- solve complex analytical challenges and independently analyze information
- make recommendations based on analysis
- establish and maintain effective working relationships with client departments, vendors, superiors, associates and team members
- plan, organize and prioritize multiple tasks and meet deadlines

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KNOWLEDGE AND ABILITIES (Continued)

- be self-aware, resilient, optimistic and open to change
- have a collaborative approach to working with others
- to 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: May 2017
EEO Category: 2 – Professional
Pay Grade: 110 – Management Exempt Pay Plan
Comp: 5306 Non-Hazardous