

**CLARKSVILLE-MONTGOMERY COUNTY SCHOOL SYSTEM
CLARKSVILLE, TENNESSEE
JOB DESCRIPTION**

Job Title: Director of Continuous Improvement

Department: Communications

Grade: 500

Date: May 2020

Reports To: Chief Communications Officer

Purpose of Job

The purpose of this job is to direct the district's Continuous Improvement System (CIS), collaborating with departments and cross-functional teams to document processes, design methods to determine improvement opportunities, and propose, test, and implement improvements to those processes in an effort to support efficiency and effectiveness. Major areas of responsibility include assessing opportunities for improvement and identifying the need for changes to the CIS; ensuring that stakeholder requirements are determined and fulfilled with the aim of enhancing stakeholder satisfaction; managing Continuous Improvement Team (CIT) activities; coordinating responses to stakeholder feedback and recommendations for improvement; procuring, tracking, trending, and analyzing stakeholder feedback and performance metrics to yield data to drive improvement recommendations; overseeing all aspects of the internal auditor program; supervising the Information Associates; and serving as a media backup to the Chief Communications Officer when assigned.

Essential Duties and Responsibilities

The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Continuous Improvement System

Ensure that processes needed for the CIS are established, implemented and maintained through on-going assessment of opportunities for improvement and identification of needed changes to the continuous improvement system.

Manage all required documentation for the CIS.

Provide technical input and assistance to the Senior Leadership Team (SLT) to ensure needed processes for the CIS are established, implemented and maintained.

Provide updates as necessary to SLT and the Board of Education regarding efficiency and effectiveness of the CIS to include the key components of certifications such as ISO and the district's strategic work.

Coordinate all activities associated with certifications such as ISO.

Review customer needs/expectations, data analysis outputs, satisfaction & process measurements, and CIS records as related to district effectiveness and efficiency and report to SLT on the performance of the CIS and needed improvements.

Represent the school system in the knowledge area of continuous improvement to other school districts and organizations.

Identify/initiate process mapping for departments and/or conduct/respond to departmental requests for process mapping for the purpose of determining opportunities for improvement.

Attend all stakeholder communication group meetings. Actively listen and track/trend feedback for each meeting, providing the appropriate member(s) of SLT updates as necessary regarding identified trends.

Document Control

Control current revision of all documents (manuals, procedures, forms, guides, work instructions, administrative policies, training manuals, etc.) and assign document numbers.

Advise Department Heads on, and facilitate the systematic review of, documents for each department.

Provide technical assistance to all departments regarding the development of forms, guides, work instructions, procedures, and administrative policies. Facilitate preparation of final drafts for approval.

Manage and update master document list and external document list on the continuous improvement website.

Maintain the Continuous Improvement Master Log.

Continuous Improvement Teams

Advise and assist SLT members in developing and leading Continuous Improvement Teams (CITs). Track the status of the CITs as they develop and monitor and evaluate the implementation of district improvements.

Analyze Recommendations for Improvement to include Corrective Action and Preventive Action Requests, determine the problem owner and/or solver and forward the request with a suspense date, monitor and is responsible for obtaining response, review implementation plan with the Management Representative, coordinate any appropriate follow-up to determine effectiveness of implementation and keep the submitter informed on the status of their submission.

Internal Auditing

Supervise the Internal Quality Audit Program including the training and technical oversight of internal auditors, scheduling, distribution of pertinent forms and the maintenance of records.

Serve as the Lead Auditor of the district, performing internal audits as necessary in addition to supervising auditors.

Advise and assist members of SLT in resolving audit findings to include Corrective Actions, Corrections, and Recommendations for Improvement.

Stakeholder Feedback

Track/trend stakeholder feedback from all venues (website, audits, communication groups, etc.), develop responses to stakeholders as needed, and communicate with SLT when trends are identified.

Oversee the development of district, school and department stakeholder satisfaction surveys and lead the District Survey Committee.

Analyze survey data and prepare reports for departments and SLT. Assist in identifying areas of success or improvement.

Reporting

Report the performance of the CIS and any needs for improvement to SLT.

Promote the awareness of the CIS and associated stakeholder requirements throughout the organization including making presentations to stakeholder groups.

Contribute CIS updates in newsletters, Friday’s Notes and other communications channels.

Support the development of the Mid-Year Review, End of Year Review, district strategic work and other annual reports.

Additional Job Functions

Supervise the Information Associates and functions of the Central Services Gracey front desk.

When designated, serve as communications liaison between the media and the district.

When designated, prepare and distribute news releases, arrange media interviews and conferences and respond to requests for information.

Perform other duties as required.

Minimum Training and Experience Required to Perform Essential Job Functions

Master’s degree or equivalent experience in continuous improvement/process improvement, education policy, quality assurance/control, or related areas required, with knowledge of the ISO 9001:2015 standard or similar standards/quality management programs preferred. Functional knowledge of word processing, spreadsheet, and flowcharting software required. Experience with verbal and written communication required. Experience as a lead internal auditor, facilitator for process mapping and/or Supervisory experience preferred.

KNOWLEDGE OF JOB

Has general knowledge of the policies, procedures, and activities of the School System and general office practices as they pertain to the performance of duties relating to the job of Director of Continuous Improvement. Has general knowledge of Business Office and general office practices as necessary in the completion of daily responsibilities. Knows how to develop and administer operations and staff plans and objectives for the expedience and effectiveness of specific duties of

the department. Knows how to keep abreast of any changes in policy, methods, computer operations, equipment needs, etc. as they pertain to departmental operations and activities. Is able to effectively communicate and interact with senior leadership, members of the general public and all other groups involved in the activities of the department. Is able to assemble information and make written reports and documents in a concise, clear and effective manner. Has good organizational, human relations, and technical skills. Is able to use independent judgment and work with little direct supervision when necessary. Has the ability to comprehend, interpret, and apply regulations, procedures, and related information. Has comprehensive knowledge of the terminology, principles, and methods utilized within the department. Has the mathematical ability to handle required calculations. Is knowledgeable and proficient with computers. Is able to read, understand and interpret financial reports and related materials.

(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

PHYSICAL REQUIREMENTS: Must be physically able to operate a variety of automated office machines, which includes a computer, printer, copy machine, facsimile machine, calculator, telephone, etc. Must be able to use body members to work, move or carry objects or materials. Must be able to exert up to twenty pounds of force occasionally, and/or up to ten pounds of force frequently. Physical demand requirements are at levels of those for active work.

DATA CONCEPTION: Requires the ability to compare and or judge the readily observable functional, technical, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

INTERPERSONAL COMMUNICATION: Requires the ability of speaking and/or signaling people to convey or exchange administrative information. Includes giving assignments and/or directions to co-workers or assistants.

LANGUAGE ABILITY: Requires the ability to read a variety of informational documentation, directions, instructions, and methods and procedures related to the job of Continuous Improvement Coordinator. Requires the ability to write reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to speak with and before others with poise, voice control, and confidence using correct English and a well-modulated voice.

INTELLIGENCE: Requires the ability to learn and understand relatively basic principles and techniques; to make independent judgments in absence of supervision; to acquire knowledge of topics related to the job of Continuous Improvement Coordinator.

VERBAL APTITUDE: Requires the ability to record and deliver information to supervisors and officials; to explain procedures and policies; and to follow verbal and written instructions, guidelines and objectives.

NUMERICAL APTITUDE: Requires the ability to utilize mathematical formulas; add and subtract totals; multiply and divide; determine percentages; determine time and weight; and utilize statistical inference.

FORM/SPATIAL APTITUDE: Requires the ability to inspect items for proper length, width, and shape, visually with equipment.

MOTOR COORDINATION: Requires the ability to coordinate hands and eyes in using automated office equipment.

MANUAL DEXTERITY: Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have the ability to use one hand for twisting or turning motion while coordinating other hand with different activities. Must have average levels of eye/hand/foot coordination.

COLOR DISCRIMINATION: May require the ability to differentiate colors and shades of color.

INTERPERSONAL TEMPERAMENT: Requires the ability to deal with people (i.e. staff, supervisors, general public, and officials) beyond giving and receiving instructions such as in interpreting departmental policies and procedures. Must be adaptable to performing under minimal stress when confronted with an emergency related to the job of Continuous Improvement Coordinator.

PHYSICAL COMMUNICATION: Requires the ability to talk and/or hear: (talking - expressing or exchanging ideas by means of spoken words). (Hearing - perceiving nature of sounds by ear).

ATTENDANCE: A regular and dependable level of attendance is an essential function for this position.

The Clarksville-Montgomery County School System is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the school system may provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this job description by the employee assigned to the job and the immediate supervisor.

Employee's Signature

Supervisor's Signature

Date

Date