

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

**Job Title:** Director of Continuous Improvement

**Department:** Communications

**Grade:** 500

**Calendar or Days per Year:** 12 Month

**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.

**MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS****REQUIRED SKILLS, ABILITIES AND PHYSICAL REQUIREMENTS:**

- Must be able to do occasional lifting, carrying, pushing and/or pulling of up to 40 pounds, standing,

- sitting, walking, bending, stooping or kneeling;
- Must be able to traverse school facility;
- Must have significant fine finger dexterity;
- Must be able to operate standard office equipment including pertinent and required software applications;
- Must possess excellent language skills (verbal and written) requiring the ability to read informational documentation, directions, instructions, policies and procedures related to this job, requiring the ability to give assignments and/or directions to co-workers, assistants, supervisors, students and parents/guardians, requiring the ability to deliver verbal and written communications in English language;
- Must possess excellent interpersonal skills with ability to interact with people (staff, supervisors, parents/guardians, students) and maintain professionalism and tact in all situations, including emergent ones, must be able to maintain constructive relationships;
- Must possess excellent organizational skills and attention to detail;
- Must be able to perform multiple, highly complex, technical tasks with periodic need to enhance skills in order to meet changing job conditions.
- Must be able to apply assessment instruments and analyze data and possess problem-solving skills.
- Must be able to make independent judgments in absence of supervision.

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

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

**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.

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**Employee’s Signature**

**Employee’s Munis Number**

**Date**