

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

**Job Title: Continuous Improvement
Coordinator**

Department: Human Resources

**Grade H
H.P.D. 8
D.P.Y. 260**

Job Description

Date Reviewed: January 2012

**Reports To: Management
Representative**

Purpose of Job

The purpose of this job is to perform technical/administrative functions in support of the Continuous Improvement System for the school system and to provide general support to the district's Management Representative. Major areas of responsibility include the continuous development and administration of the continuous improvement system, supporting the Management Review Team, administering the Corrective Action Request Program and training/coordinating the work of internal auditors.

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.

Maintains all required documentation for the Continuous Improvement System.

Maintains current revision of all documents (manuals, procedures, forms, work instructions, administrative policies and training manuals) and assigns document numbers. Facilitates the addition, revision or deletion of documents.

Maintains master document list and external document list on the continuous improvement website. Also maintains a retention record of other controlled documents.

Maintains master list of district forms, assigning document control numbers and listing on the continuous improvement web site. Develops forms for posting to the web site.

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

Provide regular updates to the Board of Education regarding efficiency and effectiveness of the continuous improvement system.

Maintains a schedule for reviewing all documentation, and documents for review by the appropriate process owner. Brings to the attention of process owners any known changes requiring revision or updates to documentation.

Provides technical support to the Management Review Team. Coordinates all preparation for management review meetings including the distribution of an agenda and other related materials. Records and maintains minutes of all management reviews.

Receives Corrective Action Requests, determines the problem owner and/or solver and forwards the request with a suspense date, monitors and is responsible for obtaining response, reviews implementation plan with the Management Representative, coordinates any appropriate follow-up to determine effectiveness of implementation and at all times keeps the requestor informed of the status of their request. Maintains the Corrective Action Log.

Maintains Preventive Action Log and initiates appropriate follow-up activity.

Coordinates the Internal Quality Audit Program including conducting training and technical oversight of internal auditors, scheduling, distribution of pertinent forms and the maintenance of records. Provides technical guidance to internal auditors and may perform internal audits as necessary.

Monitors customer feedback for any requested and /or appropriate response, providing management recommendations and feedback that indicate trends to the Management Review Team.

Provides technical input and assistance to the Senior Leadership Team through ensuring that needed processes for the continuous improvement system are established, implemented and maintained, reporting the performance of the system and any need for improvement to the Management Review Team. Promoting the awareness of the system throughout the organization including making presentations to stakeholder groups.

Monitors and ensures appropriate collection of performance measures data as it relates to the successful operation of the continuous improvement system.

Identifies, initiates, conducts and/or responds to Management Review Team or departmental requests for process mapping for the purpose of determining opportunities for improvement.

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

Additional Job Functions

Perform other duties as required.

Minimum Training and Experience Required to Perform Essential Job Functions

Two years of college and two years of experience with process improvement/method analysis with knowledge of the ISO 9001:2008 or later standard. Functional knowledge of word processing, spreadsheet, and flowcharting software is required. Experience with verbal and written communication is required. Additional years of related experience may be substituted for each year of the college requirement. Experience as a lead internal auditor, facilitator for process mapping and /or a trainer for internal auditors is preferred.

Successful completion of RABQSA certified Lead Audit Training may be substituted for one year of the required experience.

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 Continuous Improvement Coordinator. Has knowledge of 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 supervisors, 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