

Position Title: Qual/Org Exc Leader
Department: Quality
Minimum Pay: Depends on experience

Job Summary: Provides quality and organizational excellence by leading cross-functional quality and process improvement initiatives. Serves as mentor to specialists and analysts. Influences leaders and leads complex improvement projects.

Essential Job Functions: The following is a summary of the essential functions of this job. The incumbent may be requested to perform other duties that are not mentioned below; specific functions may change from time to time.

Responsibilities and Specific Performance Standards:

- Customer Service-Facilitator or negotiator that can assist in areas of disagreement. Ability to step into a “bad” situation and change the direction by emphasizing empathy and willingness to do the “right” thing. Able to get people to look at things objectively and pick the best solution for the system.
- Measurement & Analysis-Identifies and drives analytic needs for improvement projects/initiatives. Supports leaders in development of problem charter and selection of best approach to solve a particular problem. Mastery of basic statistical concepts, tools and techniques and working knowledge of advanced topics (e.g., linear regression, logistic regression, DOE, etc.). Teaches/mentors others on basic topics and able to assist others with advanced topics.
- Problem Solving & Implementation-Makes decisions based on analyses and data. Challenges leaders and their current processes when improvement is needed. Develops interventions and initiatives based on data. Able to resolve conflicts across multiple depts. Able to sell concepts to other depts. /divisions. Strives to implement solutions that span multiple depts. /divisions. Identifies methods for solving problems which eliminate steps, speeds processes, and reduces complexity.
- Project Management-Influences and gains commitment from all members of project team. Able to identify resources necessary to meet project needs (budget, personnel, and leadership). Able to obtain and maintain executive support for project through communication and leadership. Acts as a consultant or mentor to other groups interested in implementing similar solutions. Key participant in “executive” committees. Leads complex improvement projects.
- Tools, Methodologies & Technologies-Leads/manages/Mentors specialist and analyst regarding tools, methodologies and technologies. Provides cross-functional, cross-business, cross area work.
- Performs other duties as requested.

Education and formal training: Bachelor’s degree in related field required.

Work Experience: If a Bachelor’s degree: Five (5) years of experience in quality team facilitation, project management, process improvement or quality data analysis role.

If a Master’s degree: Two (2) years of experience in quality team facilitation, project management, process improvement or quality data analysis role.

Knowledge, skills, and abilities required: Leadership and interpersonal skills; oral and written communication skills; negotiation skills.

Physical Requirements: Work is primarily sedentary, with some standing, walking and repetitive movement. Speech and hearing skills are required for communication with people. Visual skills are required in preparing materials, word processing and proofreading. Must be able to lift at least 20 lbs. Meets health requirements of Caldwell UNC Healthcare.

