



THE SCHOOL BOARD OF BROWARD COUNTY, FLORIDA  
JOB DESCRIPTION

**POSITION TITLE:** Director ~~Manager~~, Business Process and Performance Improvement  
**JOB CODE:** S-040  
**CLASSIFICATION:** Exempt  
**SALARY BAND:** D C  
**BARGAINING UNIT:** ESMAB  
**REPORTS TO:** ~~Chief Facilities Officer~~ Chief Portfolio Services Officer or designee  
**CONTRACT YEAR:** Twelve Months

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**POSITION GOAL:**

Performs a key role as the subject matter expert in identifying and supporting process improvements that are critical to successful accomplishment of strategic initiatives and tactical outcomes resulting in trust and support from stakeholders.

**ESSENTIAL PERFORMANCE RESPONSIBILITIES:**

The ~~Director~~ Manager, Business Process and Performance Improvement shall carry out the performance responsibilities listed below.

- Supervise staff as assigned in the performance of job duties.
- ~~Serve as a catalyst to identify and~~ Submit recommendations for improved division performance through capacity planning, resource allocation, work simplification, system utilization, process automation, staff scheduling, service level management, organizational design, performance measurement systems, training, strategic planning, productivity improvement, and expense control/cost avoidance.
- ~~Develop, implement, and promote~~ Research and recommend best practice standards, to include defining the linkage from customer to process to execution, ~~to ensure business units are closely aligned~~ ensuring alignment with the needs of its customers.
- Work with ~~division line of business~~ directors to gain in-depth understanding of their business operational strategy and priorities ~~and to embed for purposes of incorporating~~ continuous improvement into business plans and goals.
- Proactively identify opportunities for process improvement, obtain sponsorship and commitment, align resources, lead projects/initiatives utilizing best practice methodologies, and ensure on time delivery of projects/initiatives ~~delivery~~.
- Enhance standardization of work processes ~~and to~~ accomplish measurable business process improvements, utilizing fact-based management practices and ~~the use of~~ other problem-solving methodologies.
- Partners with leadership in driving process change, implementing changes, and ensuring that any impact to the business is understood and accepted.
- ~~Takes the lead in the creation of~~ Assist with the development of measurable performance metrics, as well as reporting and improvement targets for all ~~business units~~ division departments.
- Partner with the Chief, Portfolio Services Officer to Facilitates facilitate the identification, prioritization, selection, and scope of business division process improvement initiatives.
- Conducts analysis on various departmental programs ~~with limited data~~ to identify trends, measures process value and performance, ~~identifies and validates root causes;~~ makes Make recommendations and provides alternatives to management based on business objectives.
- ~~Demonstrates results orientation in achieving appropriate deliverables and services in an accurate, complete and timely fashion.~~
- ~~Collaborate in the development and monitoring of the department's budget, expenditures, and inventories in support of short and long range goals as related to the position responsibilities.~~
- ~~Oversee and serves~~ Serve as liaison for the execution of internal controls and process/performance improvement projects, which may include outsourced assets and capabilities.
- Provides direction, assistance with prioritization and conflict resolution in managing project teams to accomplish project objectives.

- Prepares and implements detailed project plans, including definition of scope, requirements, objectives, resource allocation, and task schedules, and milestones as they relates to process/performance improvements.
- ~~Under the direction of the Chief, Portfolio Services Officer, Generate~~ generate process improvement initiatives and participate in ~~control~~ activities that establish, maintain and validate standards for the functional area.
- Prepares and presents ~~both orally and in written form,~~ conclusions and recommendations ~~concerning complex matters on business process improvement initiatives~~ to internal and external stakeholders.
- Become familiar with business processes across all ~~business units~~ Portfolio Services departments to enable proactive identification of opportunities for process improvement.
- ~~Demonstrates the ability to assess and identify needs and develop creative solutions.~~
- ~~Demonstrates ability to act independently and make decisions that achieve optimal results.~~
- Research, design and implement applicable processes and performance workshops and training for division staff and consultants.
- ~~Lead and facilitate~~ Facilitate ongoing performance improvement sessions, ~~together with other regular meetings required to follow through on lessons learned, drive improvement,~~ and assist the Chief Portfolio Services ~~Facilities~~ Officer in developing policies procedures necessary to establish a high-performance organization.
- Develops and monitor systems to ensure proactive, timely, accurate and appropriate communications to all internal and external stakeholders ~~from all business units.~~
- Develop and maintain procedures and policies relative to the ~~department~~ division and the work performed by staff/vendors; train all staff and vendors accordingly.
- Develops and promotes methodology to implement and sustain a culture of service excellence ~~culture~~ within all Portfolio Services departments ~~business units.~~
- ~~Serves as a mentor and/or coach; provides guidance, and constructive feedback to all levels of staff.~~
- Support the analysis, planning, design, implementation and evaluation of key projects to help the ~~department~~ division achieve its goals.
- ~~Manages process to ensure appropriate reviews, approvals, budget verifications and justifications/explanations are provided and are consistent with District procedures, policies, and state laws.~~
- Perform and promote all activities in compliance with the equal employment and non-discrimination policies of The School Board of Broward County, Florida.
- Participate in training programs offered to enhance the individual skills and proficiency related to the job responsibilities.
- Review current developments, literature and technical sources of information related to job responsibilities.
- Ensure adherence to safety rules and procedures.
- Follow federal and state laws, as well as School Board policies.
- Perform other duties as assigned by the immediate supervisor or designee.

#### **MINIMUM QUALIFICATIONS & EXPERIENCE:**

- An earned bachelor's degree from an accredited institution in engineering, operations management or related field.
- A minimum of ~~ten (10)~~ six (6) years within the last ~~twelve (12)~~ ten (10) years of ~~progressively more responsible~~ experience in the field related to the title of the position, including prior experience working with cross-functional teams.
- ~~Strong~~ Effective verbal, written and interpersonal communication skills, including and the ability to connect with and positively influence leadership ~~and~~ at all levels of the organization.
- Computer skills ~~are~~ as required for the position, including proficiency with the MS Microsoft Office Suite and familiarity with other enterprise software.

**PREFERRED QUALIFICATIONS & EXPERIENCE:**

- An earned master's degree from an accredited institution in engineering, operations management or related field.
- Experience with budgets, accounting principles, statistical process control, lean principles, and six sigma.
- Knowledge of Project Management Professional (PMP) methodology.
- Experience working in a fast-paced, highly complex environment.
- Experience with strategy deployment and Value-stream mapping.
- Extensive knowledge of Architecture and Construction practices.
- Demonstrated track record of driving change in a complex work environment.
- ~~Effective oral/written communication skills and interpersonal skills.~~
- Demonstrated operational and strategic planning skills to solve complex problems through policy, business process improvements, technology integration, and enterprise architecture development.
- Bilingual skills.

**SIGNIFICANT CONTACTS –frequency, contact, purpose, and desired end result:**

Facilitates and fosters frequent communication with internal and external customers throughout the District, using professionalism, tact, and good judgment to improve the business processes of the Office of Portfolio Services Facilities division.

**PHYSICAL REQUIREMENTS:**

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects.

**TERMS OF EMPLOYMENT:**

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the School Board.

**EVALUATION:**

Performance will be evaluated in accordance with Board Policy.

2016-2017 Organizational Chart

Board Approved: 9/20/16

Board Adopted: 10/18/16

Title Change 2019-2020 Organizational Chart