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# Example of Process Improvement Manager Job Description

Our growing company is looking to fill the role of process improvement manager. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for process improvement manager

* Serve as the point of escalation for governance and quality issues, and work closely with Business Data Stewards, Finance Data Governance Office, Business Stakeholders, and IT to maximize data quality
* Advance the adoption of data standards and agreed upon data management processes
* Own the development of business process and system improvement opportunities as it relates to the Product & Services hierarchies, and communicate outcomes to the team
* Work with business functions to analyze existing processes/systems, operational challenges
* Ensure Integration with GSCs, Customer Service, Commercial, TnM, Operations, Crewing, TVOs, Documentation, Finance, all areas
* Customer satisfaction - Monitor customer complaints, define, develop and deliver improvements to processes (lessons learnt) and monitor feedback to customers of improvement initiatives
* Assist in standardizing process within the team
* Supports business process improvements that foster continuous improvement, execution, growth, and other key strategic initiatives
* Lead the Enterprise Continuous Improvement group in the identification, design and delivery of business process improvement initiatives
* Leads complex Process Improvement and Process Design projects

## Qualifications for process improvement manager

* Undergraduate degree in Business Administration, Finance, or similar field
* MBA and/or a professional designation (CMP, PMP, CA, CMA, CGA) is considered an asset
* Lean Six Sigma designation considered an asset
* Strong leadership and people management expertise
* 5-8 years of experience delivering high-impact project management, process improvement and/or organization change management projects
* Demonstrated leadership experience formal or informal