

POSITION TITLE: Director of Systems and Process Improvement – Operations

QUALIFICATIONS: Bachelor's degree in business administration, public administration, accounting, computer science, information systems, or related field required. Must have six to nine years of related work experience. Prior work experience in operations at a large complex organization or school district. Proven track record of success in high-level operations strategy and implementation. Prior work in the education sector, preferably in a large urban school district in a leadership position. Outstanding interpersonal and team working skills. Excellent organizational skills, including keen attention to detail; the ability to learn quickly, work in a fast-paced environment and multi-task effectively. Knowledge of user centered design and Agile concepts to create responsive, intuitive systems that meet stakeholder requirements.

PERFORMANCE EXPECTATIONS: Serves as a member of the Chief Operating Officer's leadership team to support the creation and implementation of policies and strategies to meet the vision and goals of the Office and Richmond Public Schools (RPS). Leads the development and maintenance of cross departmental process mapping for core RPS systems. Leads the continual assessment and refinement of systems to ensure alignment with changing workflow and processes. Recommends and implements changes in program operations, resourcing, and approach to resolve obstacles to success through strong project planning and management. Conducts special studies and internal consultancies across the Office of the Chief Operating Officer (OCOO) divisions including, but not limited to, budget, facilities, transportation, and IT to identify operational inefficiencies and areas for improvement. Develops clear, specific, and ambitious performance targets; evaluates progress of OCOO's programs and initiatives, holds relevant parties accountable for their progress, and helps adjust strategy and approach accordingly to achieve success. Fosters innovation and best-practice sharing within OCOO, and between offices and schools within RPS. Builds relationships with staff in information technology division to design and launch systems and custom applications to streamline existing processes and grow programs. Manages the analysis and presentation of data and progress of the OCOO initiatives for senior leadership and external audiences; communicates progress to key stakeholder groups; and to support critical district decisions. Ensures the privacy and security of RPS student and employee data and personally identifiable information. Performs other related duties as assigned.

GENERAL DEFINITION AND CONDITIONS OF WORK: Performs professional work supporting the Office of the Chief Operating Officer focusing on system and process and improvement development. Responsible for ensuring OCOO projects are designed, implemented, and evaluated to ensure schools and central office departments' needs are met. Work requires frequent standing, sitting, light lifting up to 10 pounds, walking, vocal communication for expressing or exchanging ideas, hearing to perceive information at a normal spoken word level, and visual acuity for preparing and analyzing written or computer data.

REPORTS TO: Chief Operating Officer

PAY SCHEDULE: Unified Pay Schedule, Pay Grade 133

LENGTH OF CONTRACT: 260 Days (12 months)

FLSA: Exempt