JOB DESCRIPTION

POSITION: Continuous Improvement Manager

FLSA: Full-time, Exempt

REPORTS TO: Manager Quality & Continuous Improvement

DEPARTMENT: Quality

LOCATION: Charleston, WV

DATE: May 15, 2017

JOB SUMMARY:

The Continuous Improvement Manager is responsible for managing both strategic and tactical improvement projects throughout the organization, ensuring that existing processes achieve and maintain a high level of performance.

ESSENTIAL FUNCTIONS:

Assist in the planning, coordination, facilitation and reporting of process improvement projects and events throughout the organization. Support Kaizen events, FMEA sessions, daily RC&E huddles, and other improvement related events.

* Support teams in developing and documenting SOPs and be the key point of contact for documentation review and control. Will be responsible for managing documentation in SharePoint P&P library to maintain standards, and/or conflicting information.
* Participate in the development and delivery of new and current employee training material in continuous improvement.
* Collaborate with the process team and manager with additional activities as needed.

QUALIFICATIONS:

MINIMUM REQUIREMENTS

* Bachelor’s Degree in Healthcare, Business Administration, Business Process Management, or a related field from an accredited institution.
* 5+ years’ experience in health insurance, insurance TPA (third party administrator) or other highly transactional service related field.
* Demonstrated knowledge and application of Quality, Project Management, Lean and/or Six Sigma concepts and theories.
* Ability to demonstrate experience managing full life-cycle of process improvement projects, including pre-and post-event monitoring of metrics.
* Analytical skills coupled with proficiency with Microsoft Office software, including SharePoint, basic time management and project management skills.
* Experience in the development of training material and documentation standards.
* Ability to travel 20% to 50%.

PREFERRED

Six Sigma Green or Yellow Belt or the ability to obtain within 12 months.

Experience in Healthcare – specific focus in patient business, billing and/or revenue cycle.

Certification in LEAN/Six-Sigma for Healthcare facilitation or bronze level certification.

Continuous Improvement Manager - continued

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PHYSICAL REQUIREMENTS

While performing the duties of this job, the employee is frequently required to sit for long periods of time, talk, and hear. The employee is occasionally required to walk; use hands and fingers to feel, handle, or operate objects, tools, or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 30 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

The work is performed primarily in an office setting. The noise level in the work environment is moderate.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.