



POSITION DESCRIPTION

POSITION TITLE: Director of Business Process Management

FLSA STATUS: Exempt

DEPARTMENT: Business Process Management Office

REPORTING RELATIONSHIPS

POSITION REPORTS TO: SVP of Sales and Operations, NAM/LAM

POSITIONS MANAGED: Process Improvement Specialist

POSITION PURPOSE

This individual is responsible for serving as the lead change agent for the development and implementation of major process improvement ideas throughout the entire NAM organization. Responsibilities will specifically be focused on creating process improvement initiatives that create long-term cost savings and efficiencies with the strongest ROI. Process improvement areas include but are not limited to product development, manufacturing, supply chain, product management, R&D, account services, and quality control. This individual is responsible for driving improvement with the cooperation of all departments who are impacted by the proposed changes. The individual will also demonstrate excellent analytical skills, high accuracy, attention to detail, and will contribute to a positive team atmosphere as an active member of the Senior Management Team. This position provides daily management and support to the Process Improvement Specialists.

POSITION QUALIFICATIONS AND JOB DUTIES

QUALIFICATIONS AND EDUCATION REQUIREMENTS:

1. Bachelor's degree in Business Management or other related field or equivalent work experience, MBA preferred.
2. Minimum of 10-15 years of experience in business management systems, process improvements, or project management. Consulting experience in operational, manufacturing, sales, product management, and systematize improvements is a plus.
3. Required to have a strong understanding of Lean Manufacturing concepts, ISO Certification requirements, and Six Sigma. SAP experience is a plus.

JOB DUTIES:

1. Drive process improvement initiatives throughout the NAM organization focused on creating long-term cost savings and efficiencies with the strongest ROI.
2. Develop and present presentations of proposals and scheduled updates to include: process improvement concepts, budgets and investment requirements, timing schedules, desired results, value propositions, prioritization schedules, ROI reports and other follow-up/measurement tools.
3. Drive improvement with the cooperation of all departments who are impacted by the proposed changes, including top level management, mid-level management, and employees.

4. Document the process improvement changes with a major focus on digital automation. Create Process Flow diagrams and perform Value Stream Mapping activities to harvest areas of improvement and cost reduction.
 5. Identify the scope of work through a discovery process including interviewing key personnel, documenting current processes, and identifying current challenges.
 6. Provide hands-on support at all levels to ensure successful implementation of change initiatives.
 7. Provide day-to-day management and support, as well as feedback/progressive discipline to the Process Improvement Specialists. Responsibilities also include approving timesheets, overtime requests, and requests for paid time off.
 8. Oversee scope of department workload.
 9. Able and willing to work necessary hours to meet all project deadlines, travel when necessary.
 10. Other Duties- Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.
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CORE COMPETENCIES

1. **Strategic Thinking** – Plans and makes both long-term and day-to-day decisions within the framework of the organization’s strategic intent. Understands the factors influencing strategy (e.g. core competence, customers, competition, market trends, external threats, organizational strengths and limitations), recognizes broad implications of issues, and adapts strategy to changing conditions.
2. **Leadership** – Positively changes opinions and actions of others in a desired direction by providing peers and subordinates with vision and inspiration and mobilizing them to fulfill it. Encourages subordinates to adapt positively to change, engage in worthwhile objectives, face, define, and solve problems. Inspires and motivates others to perform well, effectively influences actions and opinions of others, inspires respect and trust, and displays passion and optimism. Gives appropriate recognition to others, accepts feedback from others, presents information in a persuasive manner, and clarifies information in order to gain understanding and buy-in.
3. **Develop Relationships** – Builds and maintains relationships that incorporate cooperation, trust, and respect by devoting the appropriate time and energy to facilitate business transactions. Relates to others while building credibility and rapport, communicates in an honest and straightforward manner, and maintains networks.
4. **Project Management** - Coordinates projects by developing project plans, communicating changes and progress, completing projects on time and budget, and managing project team activities.
5. **Attention to Detail** – Completes work in a thorough and complete manner, provides detailed information, and tracks details at all times.
6. **Active Communications** (Verbal, Written, Listening Skills) – Clearly expresses ideas, information, and concerns both verbally and in written format in both positive and negative

- situations. Actively listens, offers full attention when others speak, gives verbal and nonverbal cues of interest, asks questions for clarification, and paraphrases to ensure understanding. Actively seeks and disseminates information from and to a variety of sources, accepts responsibility for ensuring that people have the current and accurate information needed for success, and asks questions to open channels of communication. Demonstrates group presentation skills, presents information and numerical data effectively, and actively participates in meetings.
7. **Diligence** –Perseveres in accomplishing tasks or objectives and maintains a sense of urgency about getting results.
 8. **Innovation** - Displays original thinking and creativity, meets challenges with resourcefulness, generates suggestions for improving work, and effectively presents ideas and information.
 9. **Organizing & Planning** – Plans, organizes and effectively manages to maximize efficiency and productivity. Sets goals and objectives, prioritizes and plans work activities, identifies specific action steps and resources, anticipates problems and develops contingency plans.
 10. **Problem Solving & Decision Making**– Able to identify problems, solve them, and show good judgment by isolating causes from symptoms, gathering information from a variety of sources, compiling information and solutions, involving others as appropriate, readily committing to action, and making decisions that reflect sound judgment in a timely manner. Able to identify and choose between multiple options, work well in-group problem solving situations, understand consequences of potential decisions, and support and explain reasoning for decisions.
 11. **Supervise Performance** – Along with the department manager, actively participates in recruiting and selecting candidates, coaching, clearly communicating established goals, using objective means to monitor progress towards those goals, offering clear, direct, and timely feedback, and provides training, direction, and support as needed. Successfully redirects performance that falls short of expectations, confronts negative behavior, and builds morale and/or escalates all concerns to the attention of management. Provides the level of guidance and supervision appropriate to the circumstances, rewards team behavior and fosters a team atmosphere in the workplace. Communicates and implements approved process improvements. Takes responsibility for subordinates' activities, makes self-available to staff during business hours, and continually works to improve supervisory skills.
 12. **Professionalism** - Upholds organizational values, demonstrates sound business ethics, works with integrity and ethically in all situations, and treats others with respect and consideration at all times regardless of their status or position. Accepts responsibility for actions, reacts well under pressure, follows through on commitments, and demonstrates consistency between words and actions.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL DEMANDS

1. Must be able to remain in a stationary position 50% of the time.
2. Must be able to bend, climb stairs, and continuously stand or walk 25% of the time.
3. Must be able to occasionally move within the office to access file cabinets, office machinery, etc.
4. Must be able to lift 10-20 pounds (for example: packages, copy paper boxes, etc.)
5. Must be able to communicate effectively by listening and also in both written and verbal forms.

WORK ENVIRONMENT

1. Generally, works in an office environment but may occasionally be required to perform job duties outside of the typical office setting.
2. This position regularly requires large amounts of time to be spent using and viewing computer screens and equipment, which generally entails regular and repetitive motions.
3. May occasionally be exposed to fumes, airborne particles, or chemicals. All safety procedures should be adhered to in each of these situations.

SIGNATURES

This job description has been approved by all levels of management.

Manager Signature: _____

Date: _____

Human Resources Signature: _____

Date: _____

The employee signature below constitutes the employee's understanding of the requirements, essential functions and duties of the position.

Employee Signature: _____

Date: _____

Bona US is an at-will employer. Therefore, both the employee and the employer retains the option of ending the employment relationship with the Company at any time, with or without notice or cause. Neither this document nor any other oral or written representations may be considered a contract for any specific period of time.