

Job Description

Job Title:	Process Improvement Manager,	Staff supervised: Store Personnel
Department:	Retail	Date written/revised: 3/3/11
Location:	Plant	Staff/Non-staff: Staff
Location:	Plant	Exempt/Non-exempt: Exempt
Reports To:	Director, Retail Operations	Authorized by:

Goal:

To create a culture of continuous improvement that drives improvement in operational efficiencies related to production, safety, inventory management, standards and customer service. Integrate the mission and vision of Goodwill.

Major responsibilities:

- Promotes on-going education in the principles of kaizen of staff by promoting a continuous learning environment.
- Plan, organize, lead, facilitate and direct kaizen activities/events, managing the activities and scope to achieve the desired results.
- Train staff to use and maintain standards learned and applied during kaizen events.
- Schedules and conducts on-going audits to reinforce and retrain store teams.
- Gather and analyze data relevant to production, pricing, and sales to identify areas of improvements and establish plans to address.
- Direct retail teams to reduce overall expenses through improved operations and systems.
- Maximize the value of all products by reducing waste in the process.
- Standardize grading and pricing.
- Maximize bottom line by increasing revenue through operational improvements focused on people, planet and profit.
- Execute operational and process improvements resulting in performance excellence.
- Use data analysis to result in data driven decision making.
- Foster an environment focused on safety and eliminating waste.
- Create a sense of urgency in addressing the needs of our customers.
- Performs other duties as requested.

Education required:

- High School Diploma or equivalent is required
- Bachelor's Degree in Business or related field is preferred or equivalent successful work experience.

Experience required:

Minimum 5 years of retail management and/or manufacturing, distribution or production experience.

Aptitudes/skills/temperament:

- Ability to lead cross functional teams to achieve the desired goal
- Ability to work with staff at all levels to foster a strong team environment.
- Ability to effectively present information and respond to questions from staff or groups of staff.
- Strong analytical and process thinking capability.
- Ability to define problems, collect data, establish facts and draw valid conclusions.
- Proficient using Microsoft Office - Outlook, Word, Excel are a must.
- Ability to work well under pressure, professional demeanor and strong non-verbal, verbal, written, and presentation skills.
- Ability to work in a high paced, high energy environment.
- Ability to think outside-the-box and to be creative in problem solving.