



TEXAS BAPTISTS®

BAPTIST GENERAL CONVENTION OF TEXAS

OPEN POSITION POSTING

Opening Date: 12/06/2018

Closing Date: Until Filled

Position Title: Process Improvement Manager

Department/Division: Finance and Support Ministries Team

Job Type: Regular Full-Time, Exempt

Location: 7557 Rambler Road, Suite 1200, Dallas, TX 75231

BASIC FUNCTION: This position will work to establish, review, maintain, and improve processes throughout the Texas Baptists organization.

Position description/objective: *NOTE: Some descriptions may have more specific duties and/or goals and objectives attached to this form. Such attachments normally reflect unique aspects of specific locations, shifts, departments, etc.*

- *1. Review and implement existing internal audit recommendations.
 - a. Prioritize high-risk recommendations to be addressed first.
 - b. Develop processes and procedures to implement recommendation.
 - c. Develop key metrics for new processes.
 - d. Thoroughly document processes, procedures and metrics.
 - e. Train existing BGCT staff to maintain processes once developed.
 - f. Periodically review processes to assure effective implementation and results and to assure documentation is being updated as needed.

- *2. Review existing ministries/processes to identify process improvements, internal control weaknesses and documentation improvements.
 - a. Work with BGCT staff to review existing ministries/processes, procedures and documentation.
 - b. Through a thorough understanding of ministries/processes, develop improvements in efficiency, internal control and reporting.
 - c. Work with management over those processes to develop key metrics for existing processes.
 - i. Metrics should assist management in understanding effectiveness and efficiency of ministry or process.
 - ii. Metrics should be reportable to senior staff on a periodic basis to help inform staff and Texas Baptists on current ministries.

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- *3. Work with BGCT staff as new ministries are developed to define processes, procedures and documentation.
 - a. Through a thorough understanding of ministries/processes, assist management in developing ministries that are efficient, with effective internal control and reporting.
 - b. Work with management over those processes to develop key metrics for existing processes.
 - i. Metrics should assist management in understanding effectiveness and efficiency of ministry or process.
 - ii. Metrics should be reported to senior staff on a periodic basis to help inform staff and Texas Baptists on current ministries.
- *4. Report at least annually to Audit Committee of Executive Board on results of processes reviewed or developed.
- *5. Perform daily cash posting from Salesforce to Financial Edge.
- *6. Performs other duties as requested.

*Task which is considered to be an essential function of the job.

Required skills and experience: *NOTE: These requirements represent minimum levels in order to perform the job on a satisfactory basis. Candidates must have the ability to satisfactorily perform the essential functions of the job.*

1. In-depth understanding of a comprehensive field of knowledge, generally acquired through earned bachelor's degree in a related field. Master's degree preferred and 2 years or more proven, applicable experience.
2. Active membership in a church supportive of the BGCT during employment.
3. Commitment to Christian principles and teachings both professionally and personally, with an understanding and commitment to Baptist distinctives.
4. Knowledge and understanding of project management.
5. Knowledge and understanding of internal controls.
6. Knowledge and understanding of metrics and key performance indicators.
7. Effective technical writing skills to produce or improve process documentation.
8. Excellent verbal and written communication skills.
9. Excellent interpersonal skills with ability to work graciously and effectively in an environment of reviewing staff processes and documentation.
10. Internal audit and project management experience would be beneficial.
11. Ability to relate positively, influentially, and sensitively to a broad spectrum of persons in a variety of multi-tiered relationships and settings to include but not limited to clergy, laity, institutional staff/faculty, various Baptist organizations, churches of all sizes, cultural identities and worship styles, board and council members, Baptists of Texas and beyond.
12. Excellent listening skills, interpersonal skills, and relationship building skills.
13. Excellent demonstrated leadership skills necessary to appropriately influence people to achieve a desired outcome.
14. Ability to travel to various geographic locations, including travel by car, and some overnight and weekend stays.
15. Proficient client management skills.

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16. Ability to maintain confidentiality.
17. Proficient ability to exhibit detail-oriented skills necessary to understand and manage a wide-range of information from a vast amount of entities.
18. Proficient ability to speak, read and write English.
19. Ability to speak clearly and make self understood in face to face interactions; to articulate with accuracy on the telephone.
20. Ability to hear and receive verbal instructions, answer phones, and proficiently communicate in situations with some background noise.
21. Ability to concentrate on fine detail with some interruption; ability to focus attention on tasks for 45-60 minutes at a time on a continuous basis.
22. Ability to understand and relate to the theories behind several related concepts; ability to remember verbal and written tasks/assignments from a few hours to long periods of time.
23. Ability to establish and maintain effective working relationships with staff, vendors, churches, committees, organizations, etc.
24. Excellent organizational skills; ability to multi-task.
25. Professionalism in the workplace to include professional and accurate communication with others.
26. Proficient working knowledge and ability to use various office software including, but not limited to, Microsoft Word, Microsoft Publisher, Microsoft Access, Microsoft Excel, Google email, and internet skills.
27. Ability to use up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently to move objects.
28. Work deals mostly with areas such as preparing and reading data and figures, reports; visual inspection involving small details. Although important, depth perception and field of vision (peripheral) are not as critical as the ability to distinguish small details and markings very near to the observer.
29. Ability to grasp, push, pull, carry or otherwise manipulate objects; ability to perform tasks requiring action of muscles or groups of muscles and foot and/or hand-eye coordination.

CONTACT: **Human Resources**
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Texas Baptists is an Equal Opportunity Employer.