


**OAKLAND UNIFIED SCHOOL DISTRICT**

Office of the Superintendent of Schools

June 28, 2017

| <b>Legislative File</b> |   |
|-------------------------|---|
| File ID Number:         | 17-1229   |
| Introduction Date:      | 06/28/2017  |
| Enactment Number:       | 17-0952   |
| Enactment Date:         | 06/29/2017  |
| By:                     |  |

TO: Board of Education

FROM: Devin Dillon, Ph.D., Interim Superintendent  
Tara Gard, Deputy Chief Talent Officer, Talent Division

SUBJECT: Revision of Job Description – Department, As Assigned

1. Business Process Administrator

**ACTION REQUESTED**

Approval by the Board of Education of Resolution No. 1617-0201 for the revision of Business Process Administrator job description for Department, As Assigned.

**BACKGROUND:**

The Talent Division recommends approval of this job description as part of its ongoing work to revise and update the job classifications needed to implement the strategic plan, create greater clarity of roles, and have a written job description that reflects the scope and responsibilities for every position in the District.

**BUDGET IMPACT**

None.

**RECOMMENDATION**

Approval by the Board of Education of Resolution No. 1617-0201 for the revision of Business Process Administrator job description for Department, As Assigned.

**RESOLUTION  
OF THE  
BOARD OF EDUCATION  
OF THE  
OAKLAND UNIFIED SCHOOL DISTRICT  
Resolution No. 1617-0201**

- Department, As Assigned -

**Revision of Job Description**

- Business Process Administrator -

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**WHEREAS**, it is the goal of the Oakland Unified School District to ensure organizational effectiveness, efficiency and accountability to further student achievement; and

**WHEREAS**, it is the intent of the District to develop a structure which focuses on providing high standards of service and increasing accountability across the system; and

**WHEREAS**, the job descriptions align with the District's priority of a Full Service Community School District and to enhance service our students, schools and community, and


**NOW, THEREFORE, BE IT RESOLVED** that the Board of Education hereby approves the revision of the attached job description:

1. Business Process Administrator

Passed by the following vote:

AYES: Jody London, Aimee Eng, Jumoke Hinton Hodge, Roseann Torres, Shanthi Gonzales  
Vice President Nina Senn, President James Harris  
NOES: None  
ABSTAINED: None  
ABSENT: None


I hereby certify that the foregoing is a full, true and correct copy of a Resolution passed at a Regular Meeting of the Board of Education of the Oakland Unified School District held June 28, 2017.

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\_\_\_\_\_  
James Harris  
President, Board of Education

   
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Devin Dillon, Ph.D.  
Interim Superintendent and Secretary, Board of Education

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# OAKLAND UNIFIED SCHOOL DISTRICT

## Position Description

|                    |   |                         |                              |
|--------------------|---|-------------------------|------------------------------|
| <b>TITLE:</b>      | <b>Business Process Administrator</b>             | <b>REPORTS TO:</b>      | <b>Assigned Supervisor</b>   |
| <b>DEPARTMENT:</b> | <b>As Assigned</b>                                | <b>CLASSIFICATION:</b>  | <b>Classified Management</b> |
| <b>FLSA:</b>       | <b>Exempt</b>                                     | <b>WORK YEAR/HOURS:</b> | <b>261 days / 7.5 hours</b>  |
| <b>ISSUED:</b>     | <b>Created: April 2012<br/>Revised: July 2017</b> | <b>SALARY GRADE:</b>    | <b>ADCL 16</b>               |

**BASIC FUNCTION:** Under minimal supervision, the Business Process Administrator (BPA) is responsible for establishing and maintaining support systems, procedures, and processes for Oakland Unified School District. Provide expertise through coordinating improvement activities with staff; performing technical activities, e.g., root cause analytics; and providing just-in-time coaching and training to team members. The role may also lead small sub-teams within the project/program. The BPA will ensure that methodologies, frameworks, and tools are current and will participate in efforts to build process management capability in the District.

**REPRESENTATIVE DUTIES:** (Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to reflect the principal job elements accurately.)

### **ESSENTIAL FUNCTIONS:**

#### **Systems Design, Analysis and Improvement**

Collaborate with District staff to provide business solutions, and consult with District management to address a broad range of issues related to the effectiveness and efficiency of the District's work systems and organizations. This includes, but is not limited to:

- process improvement,
- work systems,
- staff and resource utilizations and requirements,
- performance measurement and management,
- organization,
- benchmarking,
- operations research-based optimization,
- value analysis, and
- economic analysis of various resource allocation options (e.g. allocation levels, outsourcing, contracting).

Lead the review of existing policies and processes to assure adherence; seek opportunities to increase productivity, reduce costs and improve customer satisfaction by improving processes where necessary.

Leverage research-based process improvement tools and techniques (e.g., Six Sigma) to design, develop, document, and assist in implementing standard processes.

Create, document, and manage the District's workflow models, including the value creation architecture, to assist management with resource/strategic planning in a fluid operational environment.



Define, design, and implement continuous improvement programs to ensure programs are integrated vertically and horizontally across organization.

Analyze data and workflow to identify areas of opportunities and possible solutions for achieving increased productivity or efficiency.

Analyze planned improvement programs and potential results to assist management in making informed decisions.

Identify, assess and recommend technology related to business process improvement.

Advocate use of standard approaches to process design and improvement projects as well as advancements and apply new tools as appropriate when new processes are create or current ones are planned for improvement.

### **Process Design, Implementation and Improvement**

Quantify impact of process and policy changes in conjunction with the process improvement team and monitor results to help ensure results align with projections.

Create tools to monitor, assess and improve/redesign business processes to increase quality and efficiency.

Document and update changes to processes, policies, and procedures to ensure proper documentation and/or compliance requirements have been met.

Define, plan, lead and/or execute process improvement projects as instructed.

Plan and conduct group process work sessions to identify process gaps.

Create and provide methodologies and tools to document business processes appropriate to meet OUSD objectives.

Collaborate with diverse stakeholders to establish and document current procedures and desired results.

Develop productivity and cost rubric and standards to help ensure operational process improvement project results in productivity increase and decreased costs.

Facilitate decision making sessions to develop and formalize process, policy and procedure improvements.

Develop presentations and other methods to explain new process recommendations.

Communicate process improvement analysis and provide input/recommendation to District leadership so informed decisions and resource allocation can be made.

Communicate process related changes to stakeholders to help ensure process outputs are as intended.

Complete regular visits to field operations to evaluate process performance, solicit input, and provide two-way communication and feedback.

Ensure the on-time preparation and submission of all organization reports, metrics, plans, etc... in coordination with the responsible departments and process owners.

Provide process improvement technical expertise and training to process improvement team members.

Remain current with the latest research, technologies and tools related to business process management and educate organization on process management best practices, trends, and resources.

Perform related duties as assigned.

### **QUALIFICATIONS:**

The District determines whether a candidate is qualified based on fulfillment of prerequisites, relevant work experience, ability to perform the essential functions, reference checks, effective interpersonal and communication skills demonstrated by interview performance and/or writing samples, and achievement on performance-based assessments (if applicable) that demonstrate the candidate possesses the requisite knowledge, skills and abilities. Meeting prerequisites only satisfies the initial screening process and does not indicate the candidate is qualified to perform the essential functions of the position.

### **KNOWLEDGE OF:**

Process management, process design, and continuous improvement concepts, methodologies, and tools

Process improvement related methodologies, e.g., Lean, Kaizen

Enterprise Resource Planning Software (ERP)

Business process management, process improvement methods/tools and improving the human performance system

Business operations

Budgeting and forecasting techniques

Diverse academic, socio-economic, cultural, ethnic, and disability backgrounds of District students

Correct English usage, grammar, spelling, vocabulary and punctuation

Computer software, hardware, and related technology

**ABILITY TO:**

Lead and complete process design initiatives with impact on business performance (financial and operational)

Provide process leadership on multiple full cycle process improvement projects

Lead discussions with customers to gather and document business and technical requirements

Configure and test applications based on gathered business and technical requirements

Define critical performance metrics

Review proposed projects; define or refine parameters and objectives of work

Select most suitable study technique(s)/methodologies to accomplish desired objectives

Act as a change agent to instill process improvement culture (e.g., Lean Six Sigma) throughout the District

Conduct analysis of all information and data to arrive at findings and develop recommendations

Generate reports, and if necessary, make presentations to communicate study findings and make recommendations

Oversee collection of necessary data and execution of proper technical methodologies

Influence project sponsors and project managers in establishing priorities for process improvement roadmaps

Determine and implement appropriate metrics to monitor process performance

Create tools for staff to use in Excel or other enterprise systems

Model data, create process/workflow models

Develop algorithms to solve business problems

Create computer programs to solve/speed-up resolution of business problems

Communicate effectively in English orally and in writing

Establish and maintain effective working relationships with others

Meet schedules and timelines

Present professional development programs and techniques

Operate personal computer, related software, and other office equipment

**PREREQUISITES**

A Master's degree from an accredited college or university in Business, Finance, Accounting, MIS/CIS or related fields and 6 years of experience in business-related and/or information systems related field

Six Sigma Black Belt certification preferred

Experience leading Six Sigma process improvement teams is preferred

Experience in data, financial, information systems or statistical analysis

Proficiency in Visio, ARIS or other process mapping tools



Software development; must be able to program at least one object-orient programming language (Visual Basics, C#, C++, Matlab, Java etc...)

Database development; must be able to model data, create and manage a database (Access, MySQL, Oracle 10/11g etc...)

Advanced user of MS Office products, especially Excel

Valid California Department of Education Chief Business Officials Certificate preferred

Valid California Driver's License

**PRE-EMPLOYMENT PROCESS:**

Employment eligibility will include fingerprints, tuberculosis and/or other employment clearance

**WORKING CONDITIONS**

**ENVIRONMENT:**

Office and diverse school site environments; driving a vehicle to conduct work; fast-paced work; constant interruptions

**PHYSICAL REQUIREMENTS:**

Consistent mental alertness; sitting or standing for extended periods of time; lifting, carrying, pushing, and pulling objects up to 30 pounds, occasionally 30+ pounds; bending and twisting at the waist, reaching overhead, above the shoulders and horizontally; dexterity of both hands and fingers while performing duties; seeing to read, write and use the computer; hearing and speaking to exchange information, in person or on the telephone, and make presentations.

**NON-DISCRIMINATION POLICY:**

The Oakland Unified School District does not discriminate in any program, activity, or in employment on the basis of actual or perceived race, religion, color, national origin, ancestry, age, marital status, pregnancy, physical or mental disability, medical condition, genetic information, veteran status, gender, sex, or sexual orientation.