

OAKLAND UNIFIED SCHOOL DISTRICT
Office of the Superintendent of Schools

April 25, 2012

Legislative File	
File ID Number:	12-1039
Introduction Date:	4/25/12
Enactment Number:	12-1067
Enactment Date:	4-25-12
By:	AS

TO: Board of Education

FROM: Anthony Smith, Ph.D., Superintendent
Brigitte Marshall, Associate Superintendent, Human Resources Services and Support

SUBJECT: Creation of a Classified Management Confidential Position – Operations Support Department

ACTION REQUESTED

Approval by the Board of Education of Resolution No. 1112-0216 – Creation of a Classified Management Confidential position in the Operations Support Department.

DISCUSSION

The position of Business Process Administrator will support the growing central office process improvement work toward a Full Service Community School District, by ensuring high quality tools and process analysis inform decision-makers and service leaders in establishing and maintaining support systems, procedures, and processes to better enable the District to implement the goals of the Strategic Plan.

Operations Support Department

Create

Position Title/FTE

Business Process Administrator (1.0 FTE)

Salary Schedule/Range

Salary Schedule: CFCA

Range 19: \$77,840 - \$99,344

12 months, 261 days, 7.5 hours

BUDGET IMPACT

This position will be funded by General Purpose funds.

RECOMMENDATION

Approval by the Board of Education of Resolution No. 1112-0216 – Creation of a Classified Management Confidential position in the Operations Support Department.

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By:	XJ

RESOLUTION
OF THE
BOARD OF EDUCATION
OF THE
OAKLAND UNIFIED SCHOOL DISTRICT
Resolution No. 1112-0216

Operations Support Department
Create
- Business Process Administrator -

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 position aligns with the District's priority of a Full Service Community School District and to enhance servicing our students, schools and community, and

NOW, THEREFORE, BE IT RESOLVED that the Board of Education hereby approves the Creation of the Classified Management Confidential position of Business Process Administrator in the Operations Support Department attached hereto, and confirms said position's placement on the salary schedule/range listed below effective 12:01 a.m., April 26, 2012:

Operations Support Department

Create

Position Title/FTE

Business Process Administrator (1.0 FTE)

Salary Schedule/Range

Salary Schedule: CFCA

Range 19: \$77,840 - \$99,344

12 months, 261 days, 7.5 hours

and,

BE, IT FURTHER RESOLVED, that the Board authorizes 1.0 FTE for the position of Business Process Administrator.

Passed by the following vote:

AYES: David Kakishiba, Gary Yee, Christopher Dobbins, Alice Spearman,
Vice President Jumoke Hinton Hodge and President Jody London

NOES: None

ABSTAINED: None

ABSENT: Noel Gallo

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 April 25, 2012.



Edgar Rakestraw, Jr.
Secretary, Board of Education
Oakland Unified School District

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By:	92



OAKLAND UNIFIED SCHOOL DISTRICT

Position Description

TITLE:	Business Process Administrator	REPORTS TO:	Assigned Supervisor
DEPARTMENT:	Operations Support	CLASSIFICATION:	Classified Confidential
FLSA:	Exempt	WORK YEAR/HOURS	261 days/7.5 hours
ISSUED:	Created: April 2012	SALARY GRADE:	CFCA 19

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 OUSD. Maintain confidentiality of all personnel matters; some duties will involve access to confidential information concerning employer-employee relations.

This role interacts with functional process improvement teams and IT.

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.)

E = Essential Functions

Systems Design, Analysis and Improvement

- Collaborate with OUSD staff to provide business solutions, and consult with OUSD management to address a broad range of issues related to the effectiveness and efficiency of the OUSD'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). **E**
- 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. **E**
- Leverage research-based process improvement tools and techniques (e.g., Six Sigma) to design, develop, document, and assist in implementing standard processes. **E**

- 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. **E**
- Define, design, and implement continuous improvement programs to ensure programs are integrated vertically and horizontally across organization. **E**
- Analyze data and workflow to identify areas of opportunities and possible solutions for achieving increased productivity or efficiency. **E**
- Analyze planned improvement programs and potential results to assist management in making informed decisions. **E**
- Identify, assess and recommend technology related to business process improvement. **E**
- 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. **E**

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. **E**
- Create tools to monitor, assess and improve/redesign business processes to increase quality and efficiency. **E**
- Document and update changes to processes, policies, and procedures to ensure proper documentation and/or compliance requirements have been met. **E**
- Define, plan, lead and/or execute process improvement projects as instructed. **E**
- Plan and conduct group process work sessions to identify process gaps. **E**
- Create and provide methodologies and tools to document business processes appropriate to meet OUSD objectives. **E**
- Collaborate with diverse stakeholders to establish and document current procedures and desired results. **E**
- Develop productivity and cost rubric and standards to help ensure operational process improvement project results in productivity increase and decreased costs. **E**
- Facilitate decision making sessions to develop and formalize process, policy and procedure improvements. **E**
- Develop presentations and other methods to explain new process recommendations. **E**
- Communicate process improvement analysis and provide input/recommendation to District leadership so informed decisions and resource allocation can be made. **E**
- Communicate process related changes to stakeholders to help ensure process outputs are as intended. **E**
- Complete regular visits to field operations to evaluate process performance, solicit input, and provide two-way communication and feedback. **E**
- Ensure the on-time preparation and submission of all organization reports, metrics, plans, etc... in coordination with the responsible departments and process owners. **E**
- Provide process improvement technical expertise and training to process improvement team members. **E**
- 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. **E**
- Perform related duties as assigned.

MINIMUM QUALIFICATIONS

TRAINING, EDUCATION AND EXPERIENCE: 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

LICENSES AND OTHER REQUIREMENTS:

Valid California Department of Education Chief Business Officials Certificate preferred

Valid California Driver's License

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

KNOWLEDGE AND ABILITIES

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

WORKING CONDITIONS ENVIRONMENT:

Office environment 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.

Sele Nadel-Hayes
Manager, Operations Support

Business Process Administrator
(Proposed)