



Junior Achievement of South Florida - Manager of Organizational Improvement & Productivity

Position Description: The Manager of Organizational Improvement & Productivity position is an important role in the organization that enables the team to work most effectively. This position will drive the improvement of processes and systems and implement programs that will have continuing long-term benefits. The position will be responsible for measuring and testing procedures with an eye to improving efficiency and engagement. He/she will also refine or develop metrics for judging efficiency, as well as work with human resources to develop curriculum and training that brings new hires to peak efficiency quickly. This position will work across the organization to lead the important work of establishing enhanced processes, improved use of systems, more effective business practices and a strong culture of commitment to excellence. This position will focus on strengthening practices that contribute to a positive culture, increased employee engagement and satisfaction and streamlined processes across departments. This position reports directly to the VP of Operations, but will work very closely with CEO, Senior Management Team, and all staff.

Essential Duties and Responsibilities:

- Identify high return / high value process improvement opportunities and effectively implement to deliver ROI across departments
- Develop, enhance and implement new employee engagement processes including onboarding, training, etc.
- Develop and implement ongoing training programs for all employees to utilize current systems such as Workday, BCRM (Blackbaud Customer Relationship Manager database), Microsoft 365 Applications (Sharepoint, Teams, etc.)
- Develop programs to enhance project management skills of team members including improving tracking mechanisms and reporting tools
- Review and improve a comprehensive and efficient process to manage board of director performance, communications and reporting
- Work with the CEO to further define values and practices necessary to sustain a positive culture
- Develop a consistent, measurable customer service program
- Work with department heads and managers to enhance processes that deliver efficiency improvements and possible cost savings
- Identify best practices and replication opportunities across departments
- Develop organizational scorecards and dashboards that tie into strategic plan
- Knowledge, skills, and abilities:
- Demonstrate a strong executive presence
- Be a change agent & exhibit change management skills
- Set the pace in driving a culture of customer centric process excellence and sharing best practices Demonstrate emphasis and strong experience in project management and facilitation skills.

- Develop strategies and provide guidance, coaching, and mentoring of executives and/or project leads.
- Substantiated comfort level with working across an organization without boundaries and with a sense of urgency while understanding how the people and organization function
- Proficient at collecting performance measurements, creating dashboards and monitoring ongoing performance
- Driven to deliver on commitments, remove barriers and effectively leverage resources to deliver quality project results
- Highly-developed communications skills (written/verbal)
- Interpersonal savvy to deal with push back and resistant behaviors
- Highly organized
- Results/action-oriented
- Strong project management skills
- Organizational and political agility
- Unquestionable personal code of ethics, integrity, diversity and trust
- Able to successfully navigate within varying degrees of ambiguity in a fast-paced environment
- Self-starter; ability to anticipate next steps; proactively take actions necessary to produce results.
- Ability to multi-task; ability to take responsibility for a diverse number of projects and to complete them in a timely manner with limited supervision.
- Strong strategic, research and analysis skills
- Sees big picture vision
- Resourceful; creative problem solver
- Willing to make strategic decisions when necessary
- Build trust internally and externally and project a professional image.

Qualifications:

- Bachelor's Degree in Business, Engineering, Mathematics, Project Management or related field, or equivalent experience
- Minimum 3 years of demonstrable experience in business process improvement
- Black Belt or Lean Certification a plus
- Technical competency in process management, and advanced statistical techniques
- Previous experience in project leadership, change management, and cross functional team management
- Previous experience with CRM and/or database, including creating reports and queries
- Proficiency in Microsoft Outlook, Word, Excel, PowerPoint, SharePoint and Teams.

Compensation and Schedule:

- This is a salaried position with a compensation package that includes generous Paid Time Off, medical benefits fully paid for the employee and additional workplace benefits
- Regular work hours are 8:30am – 5pm (minimum 40-hour work week), however fulfilling responsibilities and meeting goals may require additional hours.
- This position requires the Manager to work from administrative offices at JA World.
- Occasional special event support will be required on some weeknights, weekends, and holidays.

Physical Requirements: The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to: sit, walk, occasionally required to reach with hands and arms, continually required to talk or hear, occasionally required to bend, lift, or climb, frequently required to lift and carry light weights (25-50 pounds), and specific vision abilities include: close vision, distance vision, and ability to adjust or focus.

About Junior Achievement of South Florida: Junior Achievement of South Florida (JA) inspires and prepares youth to succeed in a global economy. JA provides real-world training in financial literacy including budgeting, spending, investing and the use of credit; offers cutting-edge skill-building opportunities that enable young people to explore meaningful, productive careers; teaches students how to start businesses; and introduces entrepreneurial values that strengthen workplaces. Last year, with the help of over 7,000 trained corporate and community volunteers, JA delivered twenty-plus various programs to almost 50,000 students in classrooms throughout Broward and south Palm Beach Counties.

For more information, please visit www.jasouthflorida.org.

To apply, please send your cover letter and resume to Monica@JASouthFlorida.org with the subject line of “PRODUCTIVITY MANAGER”.

About Strategic Philanthropy:

Strategic Philanthropy, Inc. a south Florida based company, was founded on the belief that effective corporate giving can be so much more than simply writing a check to charities and nonprofits who ask for your help or involvement. It is our belief that when a company aligns its charitable giving with a strategic approach and measurable outcomes, the power of giving enhances a company's brand, image and strengthens the relationships and partnerships within the community.

In short, Strategic Philanthropy gets hired by companies to give away their money to nonprofits that meet a company's business goals and objectives. As you can imagine, we have many relationships with the nonprofits in our community. We value all of the programs and services they have to offer and work with them to help promote positions that are available within their organization so that they may find the best talent possible.

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