



Process Improvement Manager - Operations Job Description

POSITION DATA					
JOB TITLE:	Process Improvement Manager - Operations	LOCATION:	Brockport	SALARY:	
DEPARTMENT:	Operations	REPORTS TO:	Plant Manager	FLSA STATUS:	Exempt
JOB SUMMARY					
<p>The Process Improvement Manager is responsible for leading and driving initiatives to enhance operational efficiency, waste, quality, and performance across the organization. This role focuses on identifying areas for improvement, developing strategies for process optimization, and implementing best practices to increase productivity and reduce waste. The project manager collaborates with cross-functional teams, providing guidance on Lean, Six Sigma, and other process improvement methodologies to foster a culture of continuous improvement</p> <p><i>Nortera USA Inc. is dedicated to ensuring the safety of its employees, food products and meeting the requirements of the SQF 2000 code. As such employees must understand how their job description involves food safety and quality and meeting the applicable sections of the code.</i></p>					
ESSENTIAL FUNCTIONS					
<p>An employee in this role is expected to fulfill the following essential functions and responsibilities:</p> <ul style="list-style-type: none"> ▪ Analyze daily, weekly and monthly reports and, when necessary, investigate variances, including overuse and underuse of ingredients; make recommendations to improve; ▪ Study current operating processes and implement change where possible to improve performance; run test scenarios; ▪ Lead continuous improvement projects and activities through the use of data and reports; ▪ Meet with stakeholders to review recommendations to increase efficiency; create KPI standards; ▪ Implement Lean, Six Sigma, Kaizen, and other process improvement methodologies across various departments. ▪ Facilitate workshops, training sessions, and coaching to build continuous improvement capabilities across the organization. ▪ Implement BI solutions using intelligence tools; design and model data and develop ETL mechanisms; ▪ Must work in compliance with established safe work practices and procedures and report all unsafe or unhealthy conditions to your manager ▪ Other duties as requested. 					
QUALIFICATIONS					
KNOWLEDGE, SKILLS AND ABILITIES	<ul style="list-style-type: none"> ▪ Strong communication skills with the ability to inspire and influence change; ▪ A passion for continuous improvement with the ability to work strategically with the ability to implement; ▪ Keen ability to work with a sense of urgency; ▪ Proficient in downtime tracking data, Microsoft Office and Google. ▪ Knowledge of IBM Cognos tools, Python, Pandas and SQL programming languages ▪ Experience with data analysis and ETL or visualization tools 				
PHYSICAL DEMANDS	<p>The physical demands described here 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.</p> <ul style="list-style-type: none"> ● Occasional lifting/carrying up to 40lbs ● Occasional pushing/pulling up to 40lbs. ● Occasional bending, squatting, twisting, climbing, crawling, reaching ● Frequent dexterity, standing, walking, sitting ● Constant typing ● Specific vision abilities required by this job include close vision, color vision, depth perception ● and the ability to adjust focus. 				



Process Improvement Manager - Operations Job Description

	Appropriate work intensity level: Light		
WORK ENVIRONMENT	<p>The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable the individuals with disabilities to perform essential functions.</p> <ul style="list-style-type: none"> ● Normal office environment ● Noisy conditions ● Dusty conditions ● Hot or humid conditions ● Wet conditions ● Exposure to extreme/seasonal temperatures ● Exposure to chemicals or solvents ● Work near moving mechanical parts ● Ability to work a flexible schedule ● Ability to work in an environment that has a great deal of urgency 		
EXPERIENCE	<ul style="list-style-type: none"> ▪ A minimum of 5 years of relevant experience with a specific focus in food manufacturing; packaging and processing; ▪ Demonstrated experience: Process Improvement identification and implementation. 		
EDUCATION	<ul style="list-style-type: none"> ▪ Preferred Diploma in Process Quality Engineering or Manufacturing Technology or a Degree in Mechanical/Industrial Engineering 		
APPROVALS			
VERSION #:		REPLACES VERSION #:	
REVIEWED BY:		DATE:	
APPROVED BY:		DATE:	
HUMAN RESOURCES:		DATE:	

The above statements are intended to describe the general nature and level of the work being performed by people assigned to this work. This is not an exhaustive list of all duties and responsibilities. Nortera reserves the right to amend and change responsibilities to meet business and organizational needs as necessary. A position description is written for each position in our company and maintained on file with HR. The purpose of these position descriptions is to define job standards and essential functions and physical requirements, as well as marginal or peripheral duties and reporting relationships for the various positions throughout our company. Employees may request a copy of their position description at the time of hire and whenever accountabilities change significantly. Position descriptions are designed to promote a better understanding of the total job for both employees and supervisors. Supervisors will refer to position descriptions during the recruitment and hiring process, as well as during performance appraisal discussion. Position descriptions are updated periodically to reflect changes in job duties and organizational structure. Employees should schedule time to meet with their supervisor if they believe their position description needs updating or if they have questions.