

**DEPARTMENT OF JUSTICE
DIVISION OF ADMINISTRATIVE SERVICES
OFFICE OF THE CHIEF
OFFICE OF STRATEGIC INITIATIVES
DUTY STATEMENT**

NAME:

JOB TITLE: Analyst II

POSITION NUMBER: 420-021-5393-XXX

STATEMENT OF DUTIES: Under direction of the Supervisor I in the Continuous Process Improvement Unit (CPI), the Analyst II serves as a Lead Process Improvement Consultant. The Analyst II independently performs the full range of journey-level analytical work by leading process improvement initiatives, conducting research and analysis, developing and revising policies and procedures, and applying Lean Six Sigma methods to enhance organizational efficiency and effectiveness. The Analyst II provides consultative services to management and staff by identifying opportunities for workflow improvements, developing standard operating procedures and process maps, creating and monitoring performance metrics, and facilitating communication with stakeholders.

SUPERVISION RECEIVED: Reports directly to the Supervisor I in the Continuous Process Improvement Unit.

SUPERVISION EXERCISED: None.

TYPICAL PHYSICAL DEMANDS: Sit for extended periods while working at a computer, talk on the telephone, reaching and bending to retrieve documents, stand to photocopy or file documents. Ability to lift or move boxes weighing up to 25 pounds. Travels to other offices throughout the state may be necessary to conduct interviews or collaborate with programs seeking the Office of Strategic Initiatives (OSI) services.

TYPICAL WORKING CONDITIONS: In an office or remote work environment, home office or similar hybrid environment. Ability to sit, type, rotate, and work at a computer workstation. May be required to report to the HQ office periodically for operational needs.

ESSENTIAL FUNCTIONS:

50% Performs extensive outreach, conducts surveys, solicits feedback, and holds client work meetings with division chiefs, bureau directors, and other program managers to understand specific process improvement needs, roles, and opportunities. Works with and makes recommendations to division managers on identifying areas of improvement to enhance and/or better serve customers' needs. Identifies and develops program policy and procedure resources/documents including workflows/process maps, standard process maps and standard operating procedures and desk manuals. Conducts data gathering and best practice research in creating standard operating procedures manuals and workflow process mapping. Shares and collates process improvement results and data with process owners and presents recommendations to obtain leadership and stakeholder buy-in. Implements formal feedback process and key performance indicators/metrics monitoring to gather information on business performance to drive continuous

improvement. Conducts post-process improvement performance analysis to ensure these processes are in support of organizational goals and modify as remain current with trends and customers' needs. Engages leadership and stakeholders and process owners to align process improvement initiatives with business objectives, develop key performance indicators (KPIs), for four areas. Serves as a subject matter generalist on Lean Six Sigma by collaborating with the CPI team to develop and deliver Lean Six Sigma business analysis services for clients. Conducts follow-up analyses on initial process documentation work to identify and implement opportunities that streamline processes and increase efficiency and effectiveness in time and resource use. Reviews current program standard work processes for all levels of service and recommend alternative solutions to improve operational efficiency. Works collaboratively with OSI management and CPI staff on creating a continuous process improvement operating model. Streamlines the Division of Administrative Services onboarding, survey development and implementation, and standard business processes with opportunities to expand services to other program areas and divisions. Independently creates, revises, and maintains desk manuals and standard operating procedures on behalf of OSI and other program areas.

- 25%** Researches and develops process improvement recommendations for the most complex and detailed processes for the Office of Strategic Initiatives (OSI) and Division of Administrative Services, Office of the Chief (OC) division units, programs, and leadership. Applies Lean Six Sigma concepts and/or similar techniques for business process improvement initiatives. Proactively provides project direction, reviews draft products, and communicates progress to leadership and project sponsors. Leads and participates in OSI and OC wide projects to achieve specific, measurable, achievable, realistic, and timely (SMART) goals and improve productivity and operational excellence across Administrative Services OC.

- 10%** Collaborates with OSI management and staff on the development and maintenance of a workflow database system to record and document staff assignments and notifies management of any security, productivity, or compliance-related issues. Gathers and analyzes data on workflow efficiency within the CPI and OSI using tracking databases and user feedback to identify opportunities for process enhancement and increased operational effectiveness. Works with management to draft business requirements, which may include work processes, rules, KPIs to measure success of continuous process improvement work, and policies, as well as user feedback on issues and concerns; provides recommendations to management regarding workflow progress including process efficiencies and improvements.

- 10%** Establishes positive and collaborative working relationships to successfully complete tasks and projects in alignment with the program, Division of Administrative Services, and DOJ's mission, vision, values, and goals. Attends, coordinates, and facilitates meetings with internal programs, external agencies, and vendors. Regularly communicates with all departmental and divisional staff to ensure continuous quality improvements in work performance. Identifies opportunities to develop, increase, and maintain team and stakeholder engagement to provide excellent customer service. Presents recommendations to leadership and

program areas in support of process improvement recommendations.

MARGINAL FUNCTIONS:

5% Serves as back up to other Analyst IIs and the Supervisor within the Continuous Process Improvement Unit in their absences. As needed, participates in the onboarding and training of OSI team members (including attending meetings with them to provide extra support and mentorship) and supports the process of Onboarding for Administrative Services OC using the standardized tools and documents.

I have read and understand the essential functions and typical physical demands required of this job (please check one of the boxes below regarding a Reasonable Accommodation):

I am able to complete the essential functions and typical physical demands of the job without a need for a reasonable accommodation.

I am able to complete the essential functions and typical physical demands of the job, but will require a reasonable accommodation. I will discuss my reasonable accommodation request with my supervisor.

I am unable to perform one or more of the essential functions and typical physical demands of the job, even with a reasonable accommodation.

I am not sure that I will be able to perform one or more of the essential functions and typical physical demands of the job, and will discuss the functional limitations I have with my supervisor.

Employee's Signature Date

Supervisor's Signature Date