

## **QCR Holdings, Inc.**

### **Job Description**

**TITLE:** Business Process Optimization Associate

**REPORTS TO:** VP, Enterprise Business Process Optimization Services

**DEPARTMENT:** Enterprise Business Process Optimization Services

**LOCATION:** Any of our current markets

#### **JOB SUMMARY:**

This position is responsible for administrative and coordination activities to support the Best-In-Class (BIC) Councils and Business Process Optimization (BPO) Services team. This position works with all levels in the organization helping the BIC Council Chairs and BPO VP to capture and document decisions, outcomes, and deliverables from meetings, workshops and events. The position will work with the team and contributors to deliver monthly, quarterly and annual reports on the metrics and deliverables of the Business Process Optimization Services team and the Best-In-Class (BIC) Councils. A secondary focus of this position is to assist in the process optimization workshops and/or events. The position will work with the leaders and participants to deliver documented process, procedures, reference material in standard formats to effectively communicate process and procedure changes and future opportunities. The position will be responsible to document, track, manage and report on the expected outcomes to ensure deliverables are met and assist in managing and reporting required metrics.

The successful candidate will be self-motivated, detail oriented and possess a strong work ethic with demonstrated experience in planning and coordinating events, capturing and documenting decisions, outcomes, and deliverables from meetings and events. They will have the ability to apply independent judgment to prioritize and complete tasks.

#### **ESSENTIAL DUTIES:**

- Work with BIC Leadership, BIC Councils, Working Groups and User Groups to coordinate, schedule, and document agendas, meeting decisions, outcomes, and status on deliverables and action items
- Work with the Business Process Optimization Services team to;
  - Coordinate, schedule BPO events/workshops, document the workshop/event's decisions, outcomes, and action items
  - Coordinate, assist and manage the development of the workshop/event's artifacts (process flows, procedures, and reference materials) to deliver effective communication and standard templates
  - Participate and assist in BPO events/workshops as needed, including pre; during; and post event work
- Work with contributors to prepare and distribute standard reporting for Business Process Optimization Services. Includes but not limited to the following;
  - Ad-hoc, Monthly, Quarterly and Annual reporting on Process Events and Success Metrics
  - Status on Process Initiatives: Prioritized, Underway and Completed
- Perform other duties as assigned to support the development of the position and organization
- Operate in accordance with Corporate policies and practices and in compliance with accepted business ethics

#### **QUALIFICATIONS:**

- Associate's degree or equivalent work experience
- Lean, Six Sigma, or Process Improvement experience preferred
- Banking / Financial Industry experience preferred
- Meeting and logistics planning/coordination and event facilitation experience preferred
- Must be self-motivated, detail oriented and possess a strong work ethic
- Ability to manage a variety of time sensitive tasks, work independently and apply independent judgment to prioritize and complete tasks
- Must have strong interpersonal communication skills with the ability to effectively capture, document and communicate decisions, outcomes, and deliverables from meetings
- Ability to establish, maintain and prepare reports, documents, etc.
- Proficient with Microsoft Office Suite, Word, Excel, PowerPoint, Visio, and Outlook
- Ability to adapt quickly to new technologies and change
- Willingness to learn and grow in the Lean, Six Sigma, Lean-Six Sigma practice including but not limited to certification