



JOIN OUR TEAM!

BUSINESS PROCESS IMPROVEMENT SPECIALIST - Brandon, MB

WESTMAN COMMUNICATIONS GROUP is seeking applications from energetic, highly motivated individuals to become part of our team. Westman is a successful, fast-paced and dynamic organization, with a positive, team-oriented work environment. We offer competitive compensation including a comprehensive and unique benefits package. Leverage your knowledge with a local technology leader.

Based in Brandon and reporting to the Director, Finance & Accounting (F&A), the Business Process Improvement (BPI) Specialist responsibilities include working cross functionally with all Westman Communications Group and Westman Radio Limited department representatives to identify, evaluate, document, prioritize, and schedule business process improvement opportunities; lead, coordinate and support the scheduling, development and implementation of initiatives to leverage opportunities and improve operations; and guide and assist in the documentation of existing and new policies and procedures. The BPI Specialist responsibilities also include the management of selected projects, based on project complexity, stakeholder department resources, and project development and implementation timelines.

Key Responsibilities

- Collaborate with department representatives to learn, document, and maintain knowledge of internal business processes and employee user needs, requirements, policies, procedures, data inputs and outputs, and process deliverables.
- Collaborate with managers and executive officers to identify and document the key performance indicators and benchmarks required to improve the efficiency and effectiveness of operations and decision making.
- Lead cross-functional teams to facilitate the identification of processes requiring review, prioritizing processes to review, and conducting reviews to identify opportunities to increase business process efficiency and effectiveness.
- Provide input in the design/selection, development/integration, and implementation of new or improved software application solutions to increase the efficiency and effectiveness of new and existing business processes.
- Lead the defining of project scope, determining available human, financial, technological, and other resources, and setting realistic time estimates for project completion, based on project priority and resource availability.
- Develop straightforward project plans that clearly indicate the roles, responsibilities, and tasks of project team members.
- Develop and manage project schedules that clearly define project activities, the sequence of their completion and the estimated time to complete each activity.
- Develop realistic project budgets, during project completion monitor and manage budget utilization, and identify and resolve spending variances.
- Develop and present reports identifying and evaluating areas for business process efficiency and effectiveness improvement, potential improvement alternatives, an improvement recommendation, and proposed implementation plan.

- Develop and maintain periodic project management reports providing current, accurate, and meaningful information regarding project progress; including project scope, schedule, and budget variances, and plans for addressing variances.
- Guide and collaborate with departments in the identification and documentation of business processes, including the benefits to be gained from the processes, the activities involved in processes, and their triggers, inputs, outputs, start points, and end points.
- Utilize a collaborative approach to lead and coordinate departments in the gathering of information on process steps, consulting directly with the employees responsible for process tasks and subject matter experts.
- Guide and assist departments in identifying and documenting process participants, their roles and responsibilities, and the required time and effort to complete process steps.
- Manage the review, evaluation, and documentation of improved business process training requirements, including the current and required training of the individual employees fulfilling impacted positions and identification of training gaps.

Qualifications

- Bachelor's degree or diploma in business, information technology, computer science, management information systems, project management or a related field and/or 2+ years of equivalent experience.
- Accredited course in project management or equivalent experience.
- Accredited course in business management or equivalent experience.
- 2 to 3 years of experience in information technology/management.
- 2 to 3 years of experience in IT service delivery.
- Experience in business process analysis, documentation, and improvement.
- Experience as a project manager.
- Exposure in IT system and software application development.
- Ability to multitask, prioritize and manage time efficiently, with the flexibility to adjust to changing deadlines and priorities.
- Excellent listening, verbal and written communication and interpersonal skills
- A technical, logical thought process; good analytical and problem-solving skills, with an attention to detail.
- Ability to build and maintain positive, proactive, and collaborative working relationships with internal department and external vendor decision makers, subject matter experts and stakeholders; ability to achieve results with cross-functional teams
- Strong customer focus.
- Valid Driver's License.
- Available for occasional after-hours work as required

As an equal-opportunity employer, we encourage applications from all qualified individuals. While we thank each applicant for their interest, only selected candidates will be contacted.

DEADLINE FOR APPLICATIONS: NOON on Monday, January 4th, 2021.

When applying for this position, please reference the position title in the subject line and/or the body of the email.

Please submit your cover letter and resume to:

Krista Derksen

E-mail: hr@westmancom.com



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