



## JOB DESCRIPTION

<b>Job title</b>	<i>Process Improvement Analyst</i>	<b>FLSA Class:</b>	<i>Non-Exempt</i>
<b>Department</b>	<i>Medical Clinic</i>	<b>Position Type:</b>	<i>Full Time</i>

### Job purpose

Chinatown Service Center (CSC) is a multi-service, community health center, which provides compassionate, multi-lingual and culturally sensitive care to the communities of Chinatown, San Gabriel Valley and beyond. Our mission is to provide outstanding services and advocacy that promote better quality of life and equal opportunity for immigrants and other communities.

CSC is looking for someone who is passionate about making healthcare efficient and easier. In this dynamic and highly collaborative role, this position will use process improvement techniques to lead our change to make work more efficient, increasing quality and shape our processes to be more rewarding for our clients and patients. This position will work closely with stakeholders (C-suite, managers, directors and staff) to make healthcare simple, more efficient and effective for our patients, clients and community.

### Duties and responsibilities

- Provide excellent internal and external customer service
- Identify improvement opportunities for how things can be better, can build a compelling case for change and can influence senior leadership for adoption.
- Analyze root causes and how to define a problem, analyze relevant data, and identify reasons a process is not optimal.
- Know how to measure and design metrics that indicate the health of a process.
- Inspire others and build rapport with stakeholders and team members and can get them excited and motivated to change.
- Make it happen by managing an effort from inception to conclusion and sustain change.
- Other duties as assigned.

### Qualifications

- 2+ years of experience in managing and implementing process improvement efforts in the health care industry.
- Demonstrated leadership abilities and strong problem-solving skills through identifying, delivering and managing process improvement efforts.



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- Six-Sigma Certification, Lean training, or equivalent relevant leadership experience of process improvement efforts.
- Exposure to development of training curriculums on Lean Six Sigma from awareness through Belt Certification.
- Exposure in the Federally Qualified Health Center (FQHC) industry, ideally healthcare operations.
- Excellent presentation abilities.
- Strong working knowledge and business work experience in FQHC setting and healthcare operations.
- Bachelor's degree in Business or Health Care or equivalent work experience.
- Bilingual in English and Spanish or Mandarin/Cantonese preferred

### **Direct reports**

Chief Operations Officer