

JOB DESCRIPTION



JOB TITLE: Nursery Business Process Coach
DEPARTMENT: G&A
REPORTS TO: Nursery Coach
NURSERY(IES): California
EFFECTIVE DATE: October 19, 2020

SUMMARY

The Nursery Business Process Coach is responsible for improving nursery performance, and he/she accomplishes this by working closely with the Nursery Coach to establish priorities and then working with and through Coaches and Craftsmen to optimize and redesign the business processes of the nursery. This will make the nursery more efficient and control process variances at the source. Through his/her approach to process redesign efforts and through meeting facilitation, the Nursery Business Process Coach is responsible for creating a “culture of excellence” and continuous improvement at the nursery. The Nursery Business Process Coach will facilitate the evaluation and documentation of existing processes, the redesign of processes, the development of process controls and measurement practices for all business processes. He/she will ensure that the outcomes derivable from a business process are in line with the strategic goals of the company.

The Nursery Business Process Coach will be involved in improving business process management in all operational departments of the nursery. He/she will oversee the improvement of business processes and will team up with “process users” from various departments to optimize the business processes of the nursery. The Nursery Business Process Coach will lead the development of new processes for the nursery and contribute towards solving process-related challenges by applying Lean Six Sigma principles. He/she will analyze information, collect data, observe processes, as well as design, lead and facilitate meetings with key stakeholders involved in each process.

The Nursery Business Process Coach will analyze the components and steps of business processes with the goals of developing lean flow techniques, controlling variances at the source, and designing clear and effective boundaries between processes. Each manager, working with the Nursery Business Process Coach and his/her General Manager is expected to embrace process improvement and is expected to achieve and maintain excellence in business process performance.

DUTIES AND RESPONSIBILITIES

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Duties and responsibilities include, but are not limited to the following:

1. Design interactive agendas to work with work teams to document current business processes and solicit ideas for improvement.
2. Facilitate and lead meetings utilizing Lean Six Sigma project management skills. Capture all documentation for further analysis.
3. Create process flow diagrams to identify the various steps of each business process and the incoming, outgoing and hand-off points between processes.
4. Utilize Kaizen Events and apply the Define, Measure, Analyze, Improve, Control (DMAIC) project management techniques to improve efficiency and quality.

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5. Develop professional measuring and monitoring tools and conduct regular “process checks” for feedback on performance of the redesigned processes.
6. Directly observe and refine redesigned processes to insure it is achieving desired improvements.
7. Educate users that are responsible for the operation and management of various business processes.
8. Performs other related duties to benefit the mission of the company as assigned.

SUPERVISION TO BE EXERCISED: None

SUPERVISION TO BE RECEIVED: Reports directly to Nursery Coach

WORKS WITH: Coaches and Craftsmen at nursery; Company Organizational Development Coach; and other Nursery Business Process Coaches throughout the company

COMPETENCIES AND QUALIFICATIONS

- Detailed knowledge of plant, equipment and processes used.
- Bilingual highly recommended (English/Spanish).

EDUCATION AND EXPERIENCE

- 4-year Bachelor/Horticulture degree and/or equivalent of 5 - 7 years of nursery production experience.
- Lean Six Sigma Yellow Belt or Green Belt Proficiency a plus.

AMERICANS WITH DISABILITY SPECIFICATIONS

PHYSICAL DEMANDS

- The physical demands described here are representative of those that must be met by a craftsman to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the craftsman is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Must be able to lift up to 15 pounds at times.

WORK ENVIRONMENT

- Work environment characteristics described here are representative of those that must be met by a craftsman to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the craftsman is not exposed to weather conditions.
- The noise level in the work environment is usually moderate.

APPROVALS

This job description has been approved by all levels of management:

Coach _____

HR _____

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Craftsman signature below constitutes craftsman's understanding of the requirements, essential functions, and duties of the position.

Craftsman _____ Date _____