**Rural Community Assistance Corporation **

3120 Freeboard Dr., Ste. 201

West Sacramento, CA 95691

**PHONE (916) 447-2854●FAX (916) 447-2878**

|  |  |  |  |
| --- | --- | --- | --- |
| **JOB DESCRIPTION** | | | |
| Job Title: | Continuous Improvement Leader | Salary Grade: | 13 |
| Status: | Exempt | Supervisor: | CEO |
| Unit: | Executive | Department: | Executive Services |

*Founded in 1978, RCAC is a 501(c)(3) nonprofit that operates in thirteen western states and Pacific Islands. RCAC partners with underserved rural and Indigenous communities to achieve their vision and wellbeing through technical assistance, training, financial resources and advocacy. Throughout RCAC’s history, our dedicated staff and active Board have supported positive change in rural communities across the West. Our work reflects our core values of leadership, collaboration, commitment, quality, and integrity.*

**Department:**

The executive services team supports the organization and the Chief Executive Officer (CEO) in all areas to support the achievement of RCAC’s major goals and objectives serving rural and Indigenous communities and organizations across its region.

**General Purpose:**

Under general supervision of the C-Suite, this role coordinates the implementation of solutions across four identified work streams within RCAC, each geared toward addressing administrative burdens across the areas of talent strategy, fund development, internal policies and systems, and culture, driving operational excellence and development of a continuous improvement system. RCAC’s cross-departmental Motivation Task Forces (MTF) created solutions to address pressing internal needs that require strong project management to implement. This role is responsible for developing and refining implementation workplans and sequencing, overseeing end-to-end project lifecycles, establishing and reporting on key performance indicators and metrics, and providing support through staff training on process adaptability. The Continuous Improvement Lead will work closely with RCAC’s C-Suite, Senior Leadership Team, and staff leads who developed the existing MTF solutions.

*Specific job goals, objectives and tasks are established for each employee as part of the annual evaluation and work plan process. The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all qualifications, responsibilities, duties and skills required.*

**Job Duties and Responsibilities:**

* Develop and execute comprehensive project plans, including managing all timelines and budgets, related to improving organizational efficiency and bolstering staff engagement.
* Review, analyze and interpret data and background information to inform and develop project plans.
* Responsible for overseeing the end-to-end project lifecycle to ensure projects are delivered on time and within budget.
* Establish and track key performance indicators (KPIs) to measure the success and impact of MTF project implementation.
* Regularly present to leadership and staff about project progress, achievements and challenges.
* Establish, foster and maintain strong working relationships with multiple internal teams, external partners and community stakeholders.
* Partner with MTF advisory staff committee to ensure alignment of projects with original intent of MTF workplans.
* Define and refine ambiguous and complex solutions for cross departmental needs.
* Manage multiple competing projects and priorities.
* Cross departmental stakeholder management and communication.
* Provide consistent change management methodology and leadership.
* Craft and deliver both formal and informal training and coaching for staff to foster change adoption and process adaptability.
* Regularly document and communicate best practices and process changes to inform staff development and training.
* Performs other related duties as assigned.

**Minimum Qualifications and Necessary Requirements:**

* **EDUCATION:**  Bachelor’s degree in business, finance, operations management or related field plus seven years’ experience, or equivalent combination of education and experience.
* **LICENSE/CERTIFICATION:** Valid driver’s license and proof of insurance that meets the minimum requirements ($100,000/$300,000) of RCAC corporate liability policy.
* **EXPERIENCE:** Seven years of business experience, including a minimum of five years diverse project management experience. Experience at a nonprofit organization and/or implementing change management strategies preferred.

**Knowledge, Skills, and Abilities:**

* Knowledge of or familiarity with project management tools and strategies; finance principles; SharePoint communication tools.
* Skilled in presentation, written and verbal communication, and collaborating with diverse teams.
* Skilled in video conferencing platforms, virtual and hybrid group facilitation, and meeting management skills.
* Ability to embrace, champion and foster RCAC culture.
* Ability to build and maintain consensus among multiple stakeholders.
* Ability to masterfully facilitate cross-department communication and collaboration.
* Ability to independently troubleshoot and identify and implement solutions.
* Ability to balance detail-oriented needs with broader organizational vision and strategy.
* Ability to manage multiple priorities simultaneously.
* Ability to demonstrate flexibility, adaptability and open-mindedness throughout course of work.

**Preferred Requirements:**

* PMP, CAPM or similar certification strongly preferred
* Must pass a criminal background investigation prior to employment.

**Physical Demands:**

While performing the duties of this job, the employee is regularly required to sit and stand; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to walk. The employee occasionally is required to stand; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to twenty-five pounds. Specific vision requirements include close vision, distance vision, color vision, and depth perception.

**Working Location and Conditions:**

The preferred location for this position is in Sacramento. However, a remote work location may be an option for discussion, for the right candidate. While RCAC is committed to staff wellness, occasional evening and/or weekend work may be required. Automotive and airline travel, including overnight travel, will be required occasionally, potentially once or twice a month.

**Employee’s Certification:**

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. I understand that this job description is subject to change by RCAC as the needs and requirements of the position change.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee’s Signature Date

*RCAC is an equal opportunity employer and considers all employees and job applicants without regard to race, religion, color, gender, sex, age, national origin, disability, veteran status, sexual orientation, gender identity or marital status, or any other status protected by law. RCAC strives to reflect the diverse constituencies that the organization serves.*