



Job Title: Business Process Automation Expert

Department: Information Services

Manager: Director of Information Services

FLSA: Exempt **Job Status: Full Time**

Job Duties & Responsibilities: Include the following, as well as other duties that may be assigned.

Key Duties:

The Business Process Automation Expert is responsible for scalability, efficiency / cost reduction, and improvement in the quality of customer interactions - within the company's digital business processes. She/he will be responsible for understanding and standardizing business processes and then developing and implementing strategies to optimize them in order to meet growth and performance goals. This is an excellent opportunity to work in a collaborative, friendly work environment with a team that is dedicated and passionate about being a leader in our industry.

What You Will Be Responsible For and Doing:

- Drive optimization of core business processes to align with business strategies, goals and process automation.
- Analyze business processes to identify opportunities to use automation to improve capabilities, efficiency or scalability.
- Identify potential automated solutions to address the opportunities and make recommendations regarding which should be implemented.
- Implement automated solutions and train key personnel who will be responsible for their daily operation.
- Act as technology liaison for communication with business process stakeholders.
- Facilitate process change control.
- Facilitate and assist with continuous improvement efforts or process improvement workshops.
- Provide technical assistance to users.
- Resolve errors and problems with users.
- Assist with the creation of documentation and training materials.
- Role model GMi core values, adherence to quality standards and exemplify a "Whatever it Takes" attitude.

Qualifications: Must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education & Experience:

Minimum of an Associates Degree in Information Systems, Computer Programming or Data Processing, Business Process Management, or equivalent experience and training. Experience implementing or managing technology in a manufacturing company required.

Knowledge and Competencies: The following key competencies represent qualities, traits and behaviors that a successful employee will exhibit. This list is not exhaustive, as other qualities, traits and behaviors are desired.

- Experience using or managing ERP systems (Microsoft Dynamics NAV is preferred).
- Experience programming or managing programming projects.
- Experience with wireless barcode scanning systems.
- Excellent organization and time management skills (ability to work under deadline pressure).
- Ability to gain and maintain knowledge of all department responsibilities.
- Self-Directed – Actively seeking solutions and improvements towards achieving goals.
- Strong analytical skills and possession of tact and integrity.
- Positive/optimistic – Can do, make things happen attitude (genuinely believe the organization can accomplish a lot).
- Effective team player – sharing information with peers and managers; effectively working with people across departments and business levels to accomplish company goals.
- Strong interpersonal and communication skills; ability and confidence to listen, lead, follow, influence and teach.
- Ability to manage conflict and negotiate effectively.
- Ability to make solid judgment calls.
- Ability to plan, schedule, coordinate and problem solve effectively.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential function.

The individual may need to sit or stand as needed. May require walking primarily on a level surface for periodic periods throughout the day. Reaching above shoulder heights, below the waist or lifting materials as required throughout the work day. Proper lifting techniques required. May include lifting up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position is in a manufacturing plant environment where the temperature may vary hot or cold and the use of personal protective equipment such as safety glasses. The typical noise level is loud. Exposure to vibration, fumes or airborne particles, and moving mechanical parts.

I, the undersigned, have read and understand the duties and responsibilities of this position.

Employee Signature

Date

Manager Signature

Date

This job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time for any reason, and the Company has a similar right.