



DIVISION: Chief Executive Office

TITLE: Organizational Effectiveness Lead

LOCATION: Folsom, CA

DEPARTMENT: Organizational Effectiveness

PRIMARY PURPOSE:

Under the general direction of the Director, Organizational Effectiveness provides business process design and quality improvement leadership to the California ISO organization, with the objective of effecting and sustaining a culture of continuous improvement in business performance and the achievement of the corporation's goals and objectives. This includes the development of measurement, quality improvement, and risk management programs that will distinguish the California ISO as an industry leader.

ESSENTIAL JOB FUNCTIONS:

- Develops, matures and drives process centered management strategy in support of overall organizational effectiveness.
- Develops, matures and drives organizational effectiveness change management strategy. Reviews progress toward achieving strategy and effects changes as required.
- Monitors, analyzes, and enables transparency on the progress towards achieving the corporation's goals and objectives.
- Assesses the sufficiency of performance measures and effects changes.
- Evaluates best practices for applicability to the California ISO.
- Facilitates and leads workshops in business process and quality improvement to effect changes.
- Manages and leads projects or teams as required.
- Serves as a change agent to effect commitment and sustainability of organizational effectiveness strategy.
- Adheres to and supports the Core Values of the ISO
- Performs related duties and activities as appropriate

TYPICAL PHYSICAL REQUIREMENTS:

Most of the time is spent sitting in a comfortable position and there is frequent opportunity to move about. Occasionally there may be a requirement to stoop or lift or handle material or equipment weighing up to 25 pounds. Requires normal manual dexterity and eye-hand coordination, and corrected vision and hearing to normal range.

WORKING CONDITIONS:

Located in a comfortable indoor area. Any unpleasant conditions would be infrequent and not objectionable. Most of the time is spent in general office or equivalent conditions which result in little or no exposure to injury or accident.

MINIMUM QUALIFICATIONS:

- **Level of Education**
A Bachelor's Degree (BA, BS), advanced degree preferred.
- **Discipline**
Economics, Organizational Development, Business Administration, Engineering.
- **Amount of Experience**
Seven or more years of related experience.
- **Type of Experience**
Advanced skills and practical hands on experience with quality and business process development and maturity, including measurement, risk management, and quality improvement programs. Experience with strategic planning, implementation, and

business problem-solving techniques. Advanced training in business process, quality improvement methods and risk management is required. Experience in utility / ISO industry highly desirable. Project management skills highly desirable Knowledge of standard MS Office software products required.

● **Special Certifications or Technical Skills**

Six Sigma, Baldrige or similar training strongly desired.

● **Other**

Effective “change agent” with strong interpersonal and communication (both verbal and written) skills, as well as solid quality, business process, risk management expertise and analytical skills. The incumbent will need to influence the organization. Requires a solid self motivated individual, capable of managing and facilitating project and team efforts and bringing about successful organizational change. Candidates must have strong facilitation and problem solving skills and experience. Must be able to handle a dynamic and changing work environment, and work well independently.

CLASSIFICATION:

● Created: 04.18.2008

● Revised: