

POSITION OVERVIEW

Job Title: HR Process Manager
Business Title: *HR Process Excellence Manager*
Job Code: HRPROC MGR
FLSA Status: Exempt
Department: People & Culture
Reports to: Chief of Staff to CHRO
Location: Remote, USA
Draft Date: 2/26/2026
Revision Date: N/A
Approved By: Amy Mundell
Role: Individual Contributor

POSITION SUMMARY

The **Manager, HR Process Excellence** is responsible for solving defined operational challenges within the People & Culture function through structured process analysis and redesign. This role partners with HR and enterprise leaders to clarify problems, diagnose root causes, and design sustainable, scalable solutions that improve efficiency, compliance, and teammate experience.

This role owns process design and solution integrity. Project execution is led by an assigned Project Manager once initiatives are approved for implementation.

POSITION DUTIES AND RESPONSIBILITIES

- Partner with HR leaders to address defined operational challenges and priority improvement initiatives
- Clarify problem statements, scope, constraints, and success criteria with executive stakeholders
- Conduct structured root cause analysis using Lean, Six Sigma, and data-driven methodologies
- Lead current-state assessments and facilitate future-state process design
- Develop improvement plans with clear timelines and measurable outcomes; transition approved initiatives to a Project Manager for execution, ensuring alignment with the intended future state
- Redesign workflows to improve efficiency, scalability, compliance, and teammate experience
- Establish KPIs and monitoring mechanisms to ensure sustained performance and accountability
- Document standardized processes, controls, and governance frameworks
- Partner with HRIS and technology teams to align system configuration with redesigned processes
- Partner with change management office to support adoption and long-term sustainability
- When assigned, lead strategic HR initiatives using formal project management standards
- Provide executive-level updates on progress, risks, and measurable impact
- Perform other duties as assigned
- Up to 10% travel as needed

KNOWLEDGE, SKILLS, AND ABILITIES

- Demonstrates strong knowledge of continuous improvement methodologies, along with expertise in process design, root cause analysis, performance measurement, and project management governance. Possesses knowledge of healthcare operations and/or human resources practices.
- Applies structured problem-solving and analytical thinking to defined operational challenges, facilitating cross-functional collaboration and translating complex issues into clear, actionable plans with measurable outcomes.
- Ability to take defined challenges and independently drive diagnosis, redesign, and sustainable implementation. Effectively influences stakeholders without direct authority, balances strategic thinking with disciplined execution, and manages multiple priorities in a dynamic environment while maintaining accountability for outcomes.

REQUIRED QUALIFICATIONS

- Bachelor's degree required in Business, Healthcare Administration, Human Resources, or related field
- 5+ years of experience in process improvement, operational excellence or consulting
(3–5 years considered with demonstrated enterprise-level project and process leadership experience)
- Lean and/or Six Sigma certification (Green Belt minimum)
- Formal training in continuous improvement, operational excellence, or process transformation methodologies
- Demonstrated experience leading structured process redesign initiatives from problem definition through solution design
- Experience working within healthcare and/or regulated environments
- Strong analytical skills and ability to influence stakeholders without direct authority

PREFERRED PROFESSIONAL SKILLS AND EXPERIENCE

- PMP certification preferred or required if leading assigned strategic initiatives
- Experience supporting or leading HRIS implementations (Workday strongly preferred)
- Experience in healthcare, physician practice management, or other regulated environments
- Experience in a multi-site or enterprise-level organization

Physical Activities

Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like.

Never Occasionally Constantly

Moving self in different positions to accomplish tasks in various environments including tight and confined spaces.

Never Occasionally Constantly

Remaining in a stationary position, often standing or sitting for prolonged periods.

Never Occasionally Constantly

Moving about to accomplish tasks or moving from one worksite to another.

Never Occasionally Constantly

Adjusting or moving objects up to 15 pounds in all directions.

Never Occasionally Constantly

Communicating with others to exchange information.

Never Occasionally Constantly

Repeating motions that may include the wrists, hands and/or fingers.

Never Occasionally Constantly



Operating machinery and/or power tools.

Never Occasionally Constantly

Operating motor vehicles or heavy equipment.

Never Occasionally Constantly

Assessing the accuracy, neatness and thoroughness of the work assigned.

Never Occasionally Constantly

Environmental Conditions

Low temperatures.

Never Occasionally Constantly

High temperatures.

Never Occasionally Constantly

Outdoor elements such as precipitation and wind.

Never Occasionally Constantly

Noisy environments.

Never Occasionally Constantly

Hazardous conditions.

Never Occasionally Constantly

Poor ventilation.

Never Occasionally Constantly

Small and/or enclosed spaces.

Never Occasionally Constantly

No adverse environmental conditions expected.

Never Occasionally Constantly

Physical Demands

Sedentary work that primarily involves sitting/standing.

Never Occasionally Constantly

Light work that includes moving objects up to 20 pounds.

Never Occasionally Constantly

Medium work that includes moving objects up to 50 pounds.

Never Occasionally Constantly

Heavy work that includes moving objects up to 100 pounds or more.

Never Occasionally Constantly

I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my manager or a member of the Human Resources team.

I acknowledge that the job has been explained to me both verbally and in written format.

Support Teammate’s Signature

Date