

Position Title	Process Consultant
Reporting To	
Direct Reports	
Purpose & Summary	<ul style="list-style-type: none"> • The Business Services Process Consultant would be part of Project management office (PMO) team. • The consultant would be responsible to lead or support process design and documentation activities for process migration into (COMPANY) centers. • The activities include, participation in workshops to create, review or update business processes based on the information provided by the business. • The role would be responsible for performing work independently or as a team working with the other Process Consultants and PMO stakeholders. • The role demands supporting initiatives on process improvement and standardization. • The role expects hands-on experience in Business Process Management (BPM) tools, strong stakeholder management skills and good understanding of various finance processes would be suitable for this role. • Projects could involve work in finance, human resources, sourcing & procurement or transportation & logistics.
Accountability & Objectives	<p>60% Facilitate Process Workshops</p> <ul style="list-style-type: none"> • Lead/support process design workshops across functions as part of process migration to the (COMPANY) centers • Support process standardization projects as part of the initiatives and opportunities identified by GPO organization • Perform process fit gap analysis, research and support in process standardization activities • Work collaboratively with functional teams, operations and business to redesign / standardize processes in line with the identified opportunities • Manage expectations and communicate progress of project deliverables to the project manager/ project lead <p>20%-30% Create and Maintain Process Documentation</p> <ul style="list-style-type: none"> • Maintain and update process information and documentation related to process flows • Ensure adherence to standards & guidelines while process mapping • Maintain consistency while documenting and capturing the information for the processes across functions and businesses • Create, maintain and update internal PMO process documents repository <p>10%-20% Support Team Members</p> <ul style="list-style-type: none"> • Support internal team members in various process initiatives • Share best practices / learnings with rest of the team • Manage third party vendors for process design work and/or coordinate internal mapping efforts
Skills & Qualifications	<p>Required Qualifications</p> <ul style="list-style-type: none"> • Bachelor's degree • Minimum 4 years of experience in process domain/ process design/ consulting experience • Minimum 1 year experience in process mapping in any modeling tool (i.e. Visio, Aris, etc.) • Experience working with multifunctional teams • Demonstrate success working independently in a remote, global environment • Proven ability to communicate effectively across all levels of the organization

- | | |
|--|--|
| | <ul style="list-style-type: none">• Strong strategic thinking and problem-solving skills• Excellent interpersonal, verbal and written communication skills• Ability and willingness to act independently and take initiative |
|--|--|

Preferred Qualifications

- Advanced degree (Masters, MBA)
- Strong understanding of core business processes within Finance (OTSC, PRTP, RTR), Procurement and HR.
- Preferred working experience in migration projects
- Hands on experience of process mapping using ARIS
- Exposure to shared service environment and processes, preferred 2+ years of experience