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| Position Title | **Process Consultant** |
| Reporting To |  |
| Direct Reports |  |
| Purpose & Summary | * 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 Busines 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.
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| Accountability & Objectives | **60% Facilitate Process Workshops*** 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

**20%-30% Create and Maintain Process Documentation*** 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

**10%-20% Support Team Members*** 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
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| Skills & Qualifications | **Required Qualifications*** 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
* 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
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