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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. |
| 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 |
| 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 |