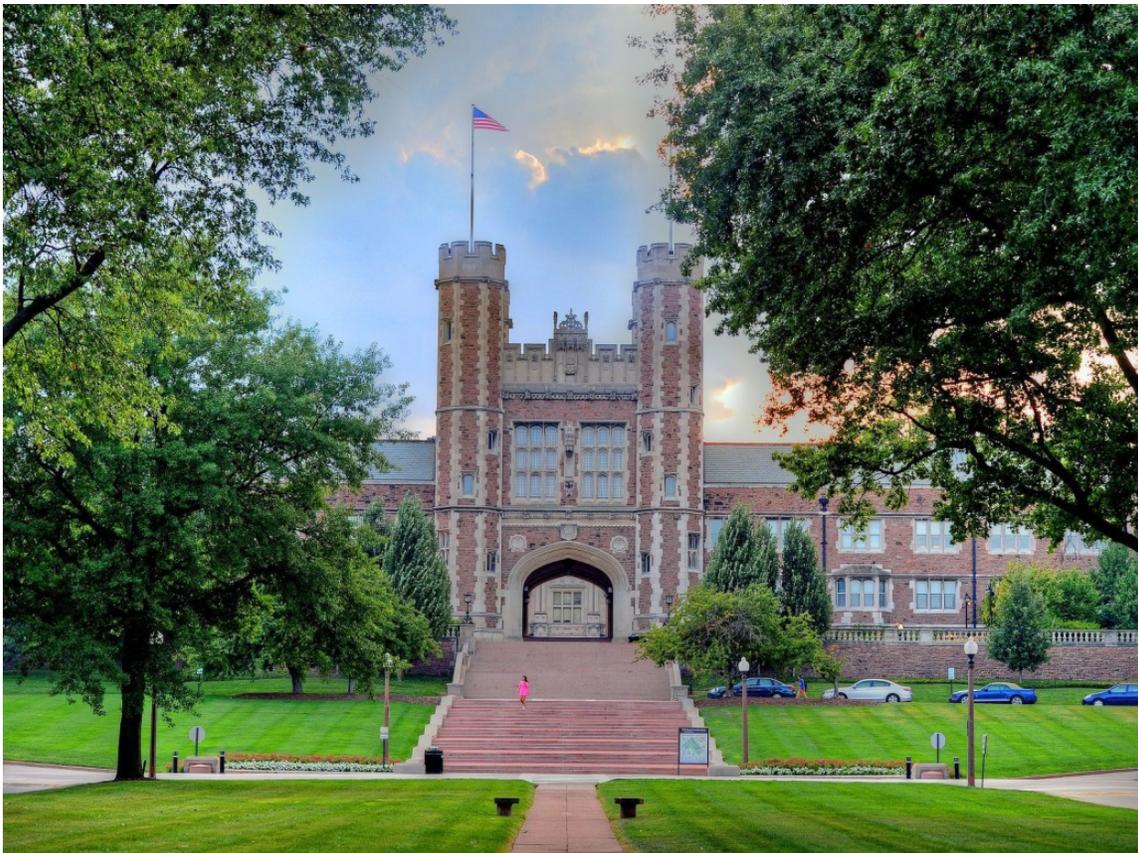




POSITION PROFILE

Senior Business Process Designer

**Washington University in St. Louis
St. Louis, Missouri**



August 2016

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Washington University in St. Louis**

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Washington University in St. Louis

Founded in 1853, Washington University is nationally and internationally renowned for teaching, learning, research, service to society, and patient care. The University is comprised of seven different schools: Arts and Sciences, Art and Architecture, Business, Engineering and Applied Sciences, Law, Medicine, and Social Work. All schools, except for the school of medicine, are located on the university's main campus, known as the Danforth Campus, which is located primarily in unincorporated St. Louis County. Other university facilities are located in nearby St. Louis, Clayton, and University City. The university's graduate and undergraduate schools are highly ranked and the research profile of the institution is among the best in the nation with more than \$500 million in sponsored research awards.

Washington University's mission is to discover and disseminate knowledge, and protect the freedom of inquiry through research, teaching, and learning. Washington University creates an environment to encourage and support an ethos of wide-ranging exploration. Washington University's faculty and staff strive to enhance the lives and livelihoods of students, the people of the greater St. Louis community, the country, and the world.

Today the university has approximately 7,300 undergraduate students, 6,800 graduate students, 3,300 faculty, and 13,000 employees. Approximately 80% of undergraduates live in university-owned housing on the Danforth Campus through a variety of residence halls, apartments, and fraternities, and off-campus in university-owned facilities.

Washington University is characterized by a deep commitment to excellence in education, research, and scholarship. The university has had especially strong leadership in two successive presidencies – each over 20 years – that have dramatically improved its standing in the academic world.

The undergraduate student body is now competitive with the very finest universities in the country, and the academic departments are increasingly distinguished. The finances of the university, fueled by excellent fundraising and careful stewardship, make it a national, first-tier competitor. The university's current capital campaign, with a goal of \$2.5 billion, has raised \$1.8 billion to date. The endowment has grown to \$6.9 billion.

As the 14th chancellor, Mark S. Wrighton has served since 1995 and has continued to strengthen the university's impact and reputation. The physical facilities at both the Danforth and Medical campuses have been transformed with 30 new buildings and important new programs in areas such as biomedical engineering, American culture studies, energy and environment, and public health have been established.

Over the course of its first 150 years, Washington University has made remarkable progress, growing from a college educating local men and women to an internationally known research university with students and faculty from approximately 110 countries.

For additional information about Washington University in St. Louis, please visit:

<http://wustl.edu/>.

Job Description

Senior Business Process Designer

Washington University is undertaking a university process improvement and organizational excellence initiative as part of a significant investment in organizational excellence, process redesign, and operational efficiency. As part of that effect, the university seeks a senior business process professional to take responsibility for process improvement and organizational excellence.

Position Summary:

Senior Business Process Designer leads process analysis, mapping, and concept modeling for university functions, identifying best practices, and creating and assessing performance measures that assist in helping to improve the overall organizational excellence of the university. This role provides group facilitation, interviewing, and detailed documentation of business processes, integration points, and exceptions sufficient for analyzing processes current and future state, identifying opportunities for improvement (weaknesses or concerns) and, where applicable, providing a detailed model for university processes in areas such as Human Resources, Finance, Student Management, for movement to updated operational practice and systems of record.

The Senior Business Process Designer will independently design, construct, and execute analyses to frame and document business processes using data that will often be self-sourced through observations, tests, interviews, and other methods of analysis.

The Senior Business Process Designer will act as a central point of integration for BRP efforts on campus taking care to develop and maintain central coordination and standards for process mapping; provide outreach to internal and external stakeholders to identify areas of need; develop metrics to evaluate effective of business process renewal/redesign efforts; engage and inform stakeholders across the university.

Essential Functions:

Reporting to the Vice Chancellor for Operations and Technology Transfer, the Senior Business Process Designer will:

- Provide coordination, oversight, and detailed business process modeling for business process review/redesign efforts across the university in support of the School and unit leadership and the central administration. This work will include development of detailed process maps, gap analysis, and improvement planning/execution.
- Provide detailed maps in areas of human resources, financial operations, and student management as an input to a more university systems design and refresh efforts planned to launch in Spring 2017.

- Act as a central point of integration for BRP efforts on campus. Maintain central coordination and standards for process mapping. Provide outreach to internal and external stakeholders to identify areas of need. Develop metrics to evaluate effectiveness of business process renewal/redesign efforts. Engage and inform stakeholders across the university.
- Develop and implement scope and execution plans for business process redesign effort on campus. This includes efforts to assess the current state and modeling/designing processes for a future state. Tasks under this responsibility include environmental scanning, process planning, scoping, detailed process mapping, stakeholder engagement, consensus building and process consolidation/alignment, as well as process assessment metrics.
- Provide outreach and training across the university to assist with improving the overall quality of process design.
- Create a culture of process improvement at the university as part of the redesign and system implementation efforts.
- Participate in new university Administrative Review Process in the Office of the Vice Chancellor for Operations to outline areas of continuous improvement and metrics for assessment based on the engagement of internal and external experts in the review process.
- Assist the Vice Chancellor of Operations and Technology Transfer with macro-level strategy as necessary.

Candidate Qualifications:

The successful candidate role will be an independent self-starter and a highly motivated leader and communicator skilled in building relationships and motivating a team; will possess excellent oral and written communications with strong time-management and organization skills with the ability to handle multiple projects in a deadline-driven, highly detail-oriented environment; will be an enthusiastic learner with a passion for creativity, trying new things and leading by positive example and must enjoy working with all kinds of people and personalities with the ability to adapt to different communication styles.

Required qualifications for the Senior Business Process Designer position include:

- Bachelor's Degree, Master's Degree preferred
- 7+ years of proven experience with business process analysis and engineering efforts

- Superior analytical skills, logic and problem solving skills
- Experiencing leading change and/or business process improvement efforts
- Proven track record constructing and executing complex analyses to meet business case requirements
- Demonstrated success dealing with ambiguity and ability to learn on the fly to understand and solve new problems
- Ability to effectively communicate verbally and written in a manner which is clear, logical and consistent
- Excellent interpersonal skills, including the ability to interact at all levels of the organization
- Ability to effectively work as a team and independently

Preferred qualifications for the Senior Business Process Designer position include:

- Master of Information Systems, Engineering, Business, or Process degree, or related process-centric field.
- 10+ years of experience with more than 5 years in a leadership role centered on process analysis, mapping, and leading change.
- Experience leading process engineering efforts
- Familiarity with higher education, ideally with some experience in a health system or hospital
- Experience with organizational development
- Experience with change management
- Project planning and management
- Experience with lean process design and mapping methodology

Interested candidates are encouraged to submit materials including a professional résumé and a letter of application that addresses the responsibilities and requirements described in the job description. These materials should be filed electronically via the university's employment website at <https://jobs.wustl.edu/>. Job # 34459

Questions about the position, or nominations of other individuals for consideration, should be directed to Mark Prosperi, Executive Director of Talent Management at prosperim@wustl.edu.

Washington University in St. Louis is committed to the principles and practices of equal employment opportunity. It is the University's policy to recruit, hire, train, and promote persons in all job titles without regard to race, color, age, religion, sex, sexual orientation, gender identity or expression, national origin, protected veteran status, disability, or genetic information.

About the Vice Chancellor for Operations and Technology Transfer



Dedric A. Carter, PhD, MBA

**Vice Chancellor for Operations and Technology Transfer
Professor of Engineering Practice
Washington University in St. Louis**

Dedric A. Carter, PhD, MBA was appointed vice chancellor for operations and technology transfer at Washington University in St. Louis in 2016. In this role, Dedric serves as the executive officer for many key operations functions and the Office of Technology Management. Dedric teaches courses in systems applications to technical, business, and policy issues in SEAS and Olin. Having started a venture-backed company, Dedric enjoys working with students, researchers, and entrepreneurs on ideation and new venture creation.

Prior to joining the University Dedric served as the Senior Advisor for Strategic Initiatives in the Office of the Director at the US National Science Foundation and executive secretary to the US National Science Board executive committee. Dedric launched and oversaw the NSF Innovation Corps (I-Corps) program to impact the speed of basic research commercialization. Dedric has a bachelors and master degree in Electrical Engineering and Computer Science from MIT, an MBA from MIT Sloan School of Management, and a PhD in Information Systems from Nova Southeastern University. Additionally he studied as a senior executive fellow at the Harvard Kennedy School of Government. He is a member of the board of Junior Achievement of St. Louis, the ArchGrants Competitions Committee, and vice-chair of the Venture Café STL board.

Dedric and his wife Ebony B. Carter, a physician and maternal fetal medicine fellow, live on campus at Washington University and have two daughters. He is currently a Faculty Fellow of Wayman Crow Residential College in the Washington University South 40.

The St. Louis Region



Situated at the confluence of two great North American rivers — the Mississippi and the Missouri — the St. Louis region has been a favored destination since Lewis & Clark began their historic westward "Corps of Discovery" here in 1804.

Today, the pioneers of St. Louis are the engineers, scientists, business leaders, educators, artists, and other innovative and creative professionals who are working at the forefront of a multitude of fields and endeavors. Thanks in large part to Washington University, St. Louis is the headquarters for nearly two dozen Fortune 1000 companies, nine of which are in the Fortune 500, including Express Scripts Inc., Anheuser-Busch InBev, Emerson Electric, Centene, and Monsanto, and is home to four of the nation's leading brokerage firms; St. Louis is a financial hub of the Midwest.

In the past decade, St. Louis has become a center for biotechnology particularly in plant and life sciences. More than 400 local ventures support this effort, such as BioGenerator, the Nidus Center for Scientific Enterprise, and the Center for Emerging Technologies.

Consistently ranked among the nation's most affordable and best places to live and raise families, the St. Louis region offers many opportunities to watch or participate in a wide range of sports, recreational activities, and cultural events. Not far from St. Louis' urban core are the beautiful rolling hills of the Ozark Mountain region and outdoor activities such as hiking, canoeing, and spelunking in some of Missouri's more than 7,000 caves.

One of the Midwest's key cultural destinations

The St. Louis region is one of the Midwest's key cultural destinations, boasting an abundance of museums, music and theatre venues, sporting events, fine dining, and shopping districts. Here's just a small sampling of what the region offers:

- Many professional theatre and music companies and venues, including the Saint Louis Symphony Orchestra, Opera Theatre of St. Louis, Dance St. Louis, the MUNY in Forest Park, Verizon Wireless Amphitheater, the Pageant, and the historic Fox Theatre, the anchor institution behind a revitalized Grand Center arts district located just minutes from the Washington University campuses.
- Professional baseball (Cardinals) and hockey (Blues).
- World-class shopping and dining at locations as diverse as the historic and fully renovated 1894 Union Station, the modern and close-to-campus St. Louis Galleria mall, and several eclectic and historic neighborhood districts including nearby Clayton, Laclede's Landing along the Mississippi riverfront, Soulard (one of the city's oldest neighborhoods), the "Hill" (a traditionally Italian neighborhood), the Central West End near the university's medical center, and the University City Loop, just a short walk from the Danforth Campus.
- MetroLink, a light rail system, which links Lambert Airport to the Danforth Campus, the Washington University Medical Center, North Campus, and downtown St. Louis, in addition to the Metro East region of Illinois.
- Forest Park, located just east of the Danforth Campus and just west of the Medical Campus, offering 1,400 acres of land for in-line skating, biking, walking, running, golf, tennis, and other sports and activities, The Saint Louis Art Museum, the Saint Louis Zoo, the Missouri History Museum, and the St. Louis Science Center.
- The Missouri Botanical Garden is the first of its kind established in the United States. A national historic landmark, "the Garden," as it is affectionately known, includes plant species from around the world as well as a Japanese Garden and the Climatron, a geodesic dome inspired by the work of R. Buckminster Fuller.
- Washington University boasts some of the area's premiere cultural offerings, including Edison Theatre and the Mildred Lane Kemper Art Museum.

Interesting St. Louis area facts

- St. Louis has many nicknames, including the "Gateway City," "Gateway to the West," "The Mound City," "St. Louie," "River City," and "The 'Lou."
- There are more, free, world-class attractions in St. Louis than any place in the nation outside of Washington, D.C.
- The Saint Louis Zoo was the first municipally supported zoo in the world and a pioneer in the use of open enclosures, placing animals in natural environments without bars.
- Some of the world's favorite foods were popularized and introduced to a wide audience at the 1904 World's Fair in St. Louis. The ice cream cone, iced tea, and hamburgers all became food favorites there. It is said that the fair was the first place where hot dogs met French's mustard.
- The Eads Bridge over the Mississippi River, near the present site of the Gateway Arch, was the first arched steel truss bridge in the world. When it was first proposed, it was scoffed at as impossible to build. Completed in 1874, it is still in use today.

- In 1904, the first World Olympics in the United States and the Western Hemisphere was held in St. Louis at Washington University's Francis Field.
- The Cathedral Basilica of St. Louis contains the largest collection of mosaic art in the world.
- In 1876, St. Louis hosted the first national political convention west of the Mississippi.
- In 1927, a group of St. Louis businessmen gave financial backing to the first solo transatlantic flight from New York to Paris. The pilot was Charles Lindbergh and the plane was named "The Spirit of St. Louis."
- St. Louis' McDonnell Douglas Corporation, now Boeing, designed and built the space capsule that carried the first men into space in the 1960s.
- C.L. Grigg, a soft drink salesman, introduced a drink to St. Louisans in 1929 that would eventually become known as 7-Up.

St. Louis accolades

- Ranked 7th in Forbes' Most Affordable Cities in America in 2015, Greater St. Louis is a community that shines in numerous areas, from business environment and cost of living to health care and quality of transportation.
- St. Louis was named the second-most affordable major housing market in the country by the National Association of Home Builders in 2015.
- The Saint Louis Zoo was named the third best zoo in the country and the 4th best in the world by Travel Advisor in 2015.
- Barnes-Jewish Hospital (affiliated with Washington University) ranks consistently in the top 10 in U.S. News & World Report's annual list of Best American Hospitals.
- The City of St. Louis ranks 15th in the country for library services, according to a study of America's Most Literate Cities.

For more about St. Louis, please visit:

<http://www.explorestlouis.com>.
[Interactive St. Louis Map](#)