

Each **University Job Classification** is described by its job function, job family and title, and is assigned a job code and a salary level. Each university job classification is also described by its key areas of responsibility, and the competencies necessary to perform those responsibilities, as displayed on this page.

**University Job Classification Information**

[Return to Search Page](https://hris.uiowa.edu/myJobClassification/driver.php?ACTION=ADMIN) |

Comparison view [Comparison view](https://hris.uiowa.edu/myJobClassification/driver.php?ACTION=COMPARE&JOBCODE=PAF3&VIEW=ADMIN)

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| **Job Classification Details** |
| **Job Function** | Administration |
| **Job Family** | Quality and Operational Improvement |
| **Job Title** | Qual & Op Improv Manager/Dir |
| **Job Code** | PAF3 |
| **Salary Level** | 6A |
| **Key Areas of Responsibility (KAR):** |
| **KARs for Job Family** | **KARs for Classification** |
| **Apply Process Improvement, Quality Engineering, and Management Engineering Concepts and Methodologies** | Lead significant organizational change initiatives to improve complex clinical quality, efficiency, effectiveness, timeliness, patient satisfaction, and financial performance. Evaluate project proposals for quality and operational improvement initiatives; determine feasibility, availability of appropriate data and metrics, resource requirements, risks, and probability of success. Communicate with senior leadership regarding process improvement opportunities, projects and results. Ensure the quality, process or business improvement efforts for unit, department or organization. Responsible for customer and supplier interactions related to quality and performance issues. |
| **Collect and Analyze Data** | Coach operations managers to establish meaningful performance measurement systems aligned with organizational objectives. Design data collection, analysis, and display processes and methods that are available to drive problem identification and process improvement initiatives. Analyze and evaluate national trends. Prepare data for external reporting agencies. |
| **Project Management** | Direct, manage and evaluate administrative and operational activities and quality management project. |
| **Quality Assurance and Compliance** | Responsible for the quality assurance, accreditation and compliance functions. |
| **Training/Education** | Develop and approve training programs; train employees on process improvement methods and tools. |
| **Leadership/Supervision, Budget** | Develop budget and create systems for effective implementation and monitoring. Assist in negotiation of budget. |
| **Human Resources Administration** | Hire, develop, and manage the performance of staff; assure staff are compliant with UI policies and procedures. Develop and implement policies and practices of a culture that supports staff engagement. Hold leaders accountable for high performance and high engagement culture by articulating expectations, monitoring performance and providing feedback consistency across areas of responsibility. |
| **Universal Competencies:** |
| **Title** | **Definition** |
| **Collaboration and Embracing Diversity** | Ability to work with a variety of individuals and groups in a constructive and civil manner while appreciating the unique contribution of individuals from varied cultures, race, creed, color, national origin, age, sex, disability, sexual orientation, and gender identity. |
| **Positive Impact/Achieving Results** | Ability to utilize existing resources and learning to achieve or exceed desired outcomes of current and future organizational goals/needs. Able to demonstrate ethical behavior in diverse situations while producing results.  |
| **Service Excellence/Customer Focus** | Ability to meet or exceed customer service needs and expectations and provide excellent service in a direct or indirect manner. Ability to effectively transmit and interpret information through appropriate communication with internal and external customers. |
| **Job Family Technical Competencies:** |
| **Title** | **Definition** |
| **Business Process Design** | Knowledge of business process design techniques that encourage a critical, fresh look at key processes and focus on optimizing organizational performance; ability to apply this knowledge appropriately to diverse situations. |
| **Data Gathering and Reporting** | Knowledge of and ability to utilize tools, techniques and processes for gathering and reporting data in a particular department or division of a company. |
| **Managing Organizational Change** | Ability to manage the successful and smooth transition from current to desired culture, practices, structure, and overall organizational environment. |
| **Planning: Tactical, Strategic** | Ability to contribute to operational (short term), tactical (1-2 years) and strategic (3-5 years) planning in support of the overall business plan. |
| **Training Delivery** | Knowledge of approaches, tools and techniques, and the ability to deliver formal and informal training programs for program  |

**Master’s Degree, plus 3-5 years of experience.**