Sr. Director of Business Process Transformation

Inogen, Inc. ★★★☆☆ 220 reviews

Remote
Remote
$198,077 - $210,330 a year - Full-time

Apply on company site | ♡

Job details

No matching job preferences ⧉

⊡ **Salary**

$198,077 - $210,330 a year

▣ **Job Type**

Full-time | Remote

Full Job Description

~~Full Job Description~~ founded in 2001 to improve quality of life and increase freed

ABOUT INOGEN Inogen was founded in 2001 to improve quality of life and increase freedom and independence for oxygen therapy users. Inogen is innovation in oxygen therapy. The Inogen mission is to improve freedom and independence for oxygen therapy patients through innovative products and services. Inogen is a manufacturer and Accredited Homecare Provider. Inogen is focused on quality care, continuous improvement, and outstanding customer satisfaction. We are a stable, USA based company dedicated to providing an exciting and rewarding career to our employees. We completed a successful Initial Public Offering on the NASDAQ in 2014 and have demonstrated substantial growth over the last five years. Our work environment is casual yet high performing, and we are looking for seriously talented, motivated, and fast-paced professionals to join our team.

Job Summary:
The Senior Director, Business Process Transformation is a new position reporting into the SVP of Enterprise Enablement. The Senior Director, Business Process Transformation will be responsible for driving programs that span across the organization. The scope for the Enterprise Enablement function is broad, including driving designing, managing and deploying a series of transformation workstreams to deliver value. This includes building capabilities to enable an enterprise-wide process evolution, where businesses / functions stand up / evolve business processes and management structures that are in harmony enabling the organization to become much more flexible, adaptive, and responsive. The Senior Director, Business Process Transformation will be responsible for the identification and management of a portfolio of transformation initiatives. These initiatives will optimize operational efficiency, simplify processes, and improve customer experience. A key component of this capability is a leader who can help project manage large transformation workstreams as well as lead a team of process analysts who can map level 3 processes and have experience with value stream mapping and lean/six-sigma.

Responsibilities (Specific tasks, duties, essential functions of the job)

- Partner with senior leadership and cross-functional stakeholders to identify and manage a portfolio of cross-functional transformation initiatives.
- Implement a portfolio planning and prioritization process in partnership with IT leadership and other cross-functional partners. Effectively prioritize potential projects and allocate finite resources to ensure maximum impact.
- Lead the implementation of change initiatives, in partnership with key stakeholders – HR, Commercial, IT, Finance, Operations and R&D.
- Establish best-in-class policies, processes and metrics to assist with performance and process improvement, improve customer service and balance resources.
- Lead and establish a Project Management Office.
- Work with cross-functional partners to build business cases to support deployment of new technology and process improvements.
- Maintain external visibility of trends and best practice in process optimization, Lean principles, Agile methodology, etc.
- Support the SVP of Enterprise Enablement in day-to-day task execution, operations and special projects.
- Work with finance to track initiative spend and benefits across a portfolio of initiatives; identify and escalate any risks that require addressing.
- Provide regular status reporting to senior leadership on project portfolio and identify any potential risks in delivery.
- Work with the SVP of Enterprise Enablement to decide priority topics to discuss at LT meetings; work with LT members to prepare for the meeting and follow up with action items.
- Partner with Sr. Director, IT to execute the program including execution of process and technology initiatives in partnership with key stakeholders.
- Work with the SVP of Enterprise Enablement to support critical portfolio updates in various internal forums e.g., leadership meetings, Councils, functional team meetings, etc.
- Support the ad hoc requests from the SVP of Enterprise Enablement, Executive Leadership Team and Board of Directors.
- Maintain high level of understanding of current risks.
- Must be able to maintain a high level of confidentiality.
- Maintain regular and punctual attendance.
- Comply with all company policies and procedures.
- Assist with any other duties as assigned.

Knowledge, Skills, and Abilities

- Knowledge of theories, concepts, principles, and practices of new and emerging technologies.
- Ability to identify and grow talent - highly motivational leadership style; coaches and trains team members; builds inclusive team culture.
- Strong leadership attributes. Ability to manage both individuals as well as projects.
- Strong project management capabilities; organized with high attention to detail.
- Demonstrated proficiency in business case development and the delivery of quantifiable outcomes.
- Ability to collect and analyze data; use insights to build a convincing platform for change.
- Strong prioritization skills to address highest-value opportunities.
- Experience with development, implementation, and budgetary controls.
- Must have strong work ethic.
- Excellent oral and written communication skills required.
- Effective conflict resolution.
- Proven analytical & problem-solving skills & ability to multitask.
- Solutions-oriented problem solver.
- Excellent planning, communication, and organizational skills.
- Ability to effectively interface with different departments within the company.

Qualifications (Experience and Education)

- Bachelor's degree, ideally in business, Computer Science/Information Systems, or related analytical discipline, required. Master's degree preferred.
- 10+ years of experience in leadership roles within med-tech or biopharma, required; experience leading process optimization, business transformation, or strategic initiatives, preferred.
- 5+ years of management experience, required.
- 5+ years of experience in project management, required.
- Experience prioritizing/managing a portfolio of transformation initiatives, required.
- Experience in mapping of various levels of processes, building SOPs and utilization of appropriate methodologies to eliminate waste and improve processes, required.
- Experience managing budgets for complex projects and teams; able to build budget forecast and conduct financial analysis (sensitivity analysis, ROI, IRR, NPV, etc.), required.
- Experience developing executive-level presentations; able to synthesize complex set of information into simple messages / slides to executive consumption, preferred.
- Advanced knowledge/proficiency in Microsoft Office, required.
- Process management qualifications (e.g. Lean Six Sigma Black Belt) a plus.
- PMP certification preferred. Experience in use of Agile methodology a plus.