

## Manager/Sr Manager, Operational Excellence

Job ID: 00413429

### Job Function

Operational Excellence

### Schedule

Full-time

### Location

United States-California  
South San Francisco

### Job type

Regular Employee

### Company/Division

Pharmaceutical

### Job Level

Manager with Direct Reports

## Who We Are

At the Roche Group, about 80,000 people across 150 countries are pushing back the frontiers of healthcare. Working together, we've become one of the world's leading research-focused healthcare groups. A member of the Roche Group, Genentech has been at the forefront of the biotechnology industry for more than 30 years, using human genetic information to develop novel medicines for serious and life-threatening diseases. The headquarters for Roche pharmaceutical operations in the United States, Genentech has multiple therapies on the market for cancer and other serious illnesses. Please take this opportunity to learn about Genentech, where we believe that our employees are our most important asset and are dedicated to remaining a great place to work.

## The Position

Lead cross functional project teams to:

- Deliver project goals on budget and on schedule
- Develop customer requirements into an approved project charter
- Analyze business, process and systems performance, and identify improvement opportunities
- Make recommendations to Management based on business case and analyses
- Lead decision making support and make recommendations regarding best options
- Communicate proactively with stakeholders regarding progress, issues and plans for resolution
- Develop and use project plans to coordinate participants and track and report progress
- Ensure improvement methodology and tools are utilized effectively to maximize benefits
- Operate with a high degree of autonomy and professionalism; successfully prioritize workload in accordance with business goals

Competencies:

Job Knowledge and Scope – Applies extensive theoretical and cross-functional expertise in the context of company objectives to independently address complex problems. Determines methods and procedures on new assignments (defines scope and approach). Occasionally

creates course material and delivers advanced lectures to internal and external audiences.

- Collaborative Leadership – Ability to influence with or without authority, facilitate groups with diverse perspectives, bring teams to consensus/alignment. High tolerance for ambiguity, able to create order from chaos.
- Ownership and Accountability – Takes accountability for actions, drives results, learns from mistakes. Is direct and truthful and therefore widely trusted - delivers on promises, goals, and expectations. Makes quality decisions and resolves problems rapidly. Asks “what can I do to help?”.
- Communication – Ability to communicate effectively up and down, at all levels of the organization, present complex and/or new ideas with clarity and simplicity.
- Planning/Organization – Excellent planning and prioritization skills with the ability to multitask and adapt. Able to synthesize large amount of information. Able to deliver results despite shifting environment.
- Analytical Problem Solving – Ability to identify problems, define problem statement clearly and accurately and apply structured and disciplined methodology to identify data-driven root causes. Innovative and effective in solution development, risk mitigation, and execution.
- Customer focused – Partners with customers, looks ahead to predict future customer needs. Manages expectations.
- Supervision – Work is performed under limited direction. Establishes own work priorities and timelines. May provide guidance and coordinate work activities of other personnel.
- Job Complexity & Decision-making – Develops solutions to a variety of complex problems and initiatives. Exercises judgment in selecting methods, techniques and evaluation criteria for obtaining results. Works on complex issues where analysis of situations or data require an in-depth evaluation of variable factors, including inter-organizational impact.
- Interaction – Interacts with senior internal and external personnel on significant matters. Represents the organization as a prime contact on initiatives and projects. Can facilitate RCA's, lessons learned, K-T analyses and FMEA's. Can facilitate strategic discussions with leadership teams.

## **Who You Are**

Education/Experience:

- Science or Engineering BS / BA required, MS, MBA or 5-7 years of business/operations experience.

Process Improvement Experience:

- Black Belt certified or equivalent Lean Six Sigma experience
- Minimum 3 years of related analytical, business and operational experience in Supply Chain Management/Manufacturing/Engineering or Process Development. cGMP expertise preferred.
- Biotech/pharmaceutical industry experience a plus

Project Management Experience:

- Project management experience preferred, managing a range of small (<3months) and large (>12months) projects.

#### Work Environment/Physical Demands/Safety Considerations

- Ability to adjust working schedule beyond normal 8am-5pm 8x5 work week to support 24x7 operations
- Ability to respond to after hours support calls
- Lifting up to 15lbs may be required
- Standard work requires significant amount of keying and mousing. Must be able to accommodate extended periods of computer usage to meet business needs.
- Ability to stand or sit for at least 6 hours each day.

Genentech is an Equal Opportunity Employer.