



Issues Management System Lead (within CAS Program, QA & Transformation)

The QA & Transformation (QA&T) Program will lead and assess LLCC-wide efforts to ensure that N3B's organizational culture (how we do things here), safety culture (our priority on safety) and safety conscious work environment (workers feel free to bring up issues) are in complete alignment. The three critical organizational elements needed to fully align these cultures are Leadership, Engaged Employees and continuous Organizational Learning.

Job Summary

The Issues Management System Lead manages N3B's Issues Management System, within the Contractor Assurance Program, including interactions with N3B staff to identify and track issues.

Essential Duties/Responsibilities (may include, but are not limited to)

- While working to achieve N3B LLCC objectives, ensures all activities and operations are performed in a safe and deliberate manner; maintains required safety, security and operational training; assures procedural and regulatory compliance; and makes safety, security and quality an integral part of every task, including taking the necessary steps to stop work if continuing the job is unsafe or compromises security.
- Supports design and leads operation of the N3B LLCC issues management system.
- Coordinates with N3B organizational elements to identify and document emergent issues and non compliance reports (NCRs); ensures assignment of responsibilities for issue resolution; tracks and reports status of open issues and NCRs; conducts regular meetings with N3B organizations to promote timely resolution of issues; provide N3B management accurate reports and metrics related issues management.
- Works continuously with quality assurance staff (centralized and deployed) to compile issues and NCRs identified throughout LLCC activities.
- Serves as secretariat at N3B management review boards conducted to monitor issues and NCR resolution.
- Interfaces with LANL M&O issues management coordinators to identify issues and concerns with site-wide relevance and to
- Guides and develops documentation of lessons learned within the LLCC and coordinates with EM-LA and other external offices to proactively promulgate lessons and operational experiences.
- Monitors LANL M&O, DOE Operational Experiences and Lessons Learned databases and other resources to identify and collect topics of relevancy to LLCC operation and actively distribute relevant topics throughout the N3B organization.
- Provides training to staff and coaching and advice to N3B managers.
- Fosters a mutually respectful work environment that is free from discrimination and harassment.

Minimum Qualifications

- Comprehensive understanding and knowledge of the issues tracking and management techniques.
- Skill and ability to function as an advisor/mentor to N3B Program Managers and Directors in developing and facilitating organizational approaches and priorities for contractor assurance implementation.

- Communication and interpersonal skills necessary to interact constructively with all levels of N3B management, subject matter experts and external agencies.
- Strong analytical skills to identify and evaluate issues and risks that could impede N3B from meeting LLCC objectives and requirements.
- Skill and ability to independently develop and administer schedules and performance requirements, and to integrate them into systems.
- Ability to lead cooperative efforts among line organizations or CAS stakeholders to resolve contractor assurance problems and tailor CAS policies, procedures and implementation activities.
- Level of language skills, mathematical skills, communication skills, reasoning ability and computer skills necessary to perform essential functions of the job.

Education and Experience Required

- Bachelors' degree in appropriate discipline; however, a combination of education and relevant experience wherein the knowledge, skills and abilities to perform the position's duties and responsibilities have been adequately demonstrated is acceptable.
- Understanding of the LLCC goals and objectives
- Demonstrated experience related to essential duties
- Must be a U.S. Citizen
- Must meet the eligibility requirements for a DOE Access Authorization (DOE Q Clearance), if necessary
- The career level of the position will be determined by the years of relevant experience, knowledge, skills, and abilities; after a candidate has been chosen.

Working Conditions and Physical Requirements

While performing the duties of this job, the employee is regularly required to talk or hear. The noise level in the work environment is usually quiet to moderate.

Sedentary Work Category – The employee exerts up to 10 pounds of force occasional and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. The employee is frequently required to stand; walk; sit; use hands to handle or fee, and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch or crawl. Specific vision abilities required by this job include close vision and distance vision.

This job description reflects managements assignment of essential functions, and nothing in this herein restricts management's right to assign or reassign duties and responsibilities to this job at any time.

Individuals must be able to perform the essential functions of the job with or without reasonable accommodation.

We are an Equal Opportunity Employee and we do no discriminate based on race, color, religion, national origin, sex, disability or age.