



KECH is an award winning HUBZone certified and Woman-Owned Small Business (WOSB) whose Founders bring over 50 years of collective expertise in IT services, service desk solutions, and contact center operations. Our leadership team comprises seasoned professionals that deliver results and drive our continued success.

At KECH, we are committed to empowering our clients to deliver exceptional customer service experiences, one great interaction at a time. Our foundation is built on the belief that every engagement matters, and it is through these meaningful connections that we continually improve service.

As we experience rapid growth on our journey, we are actively seeking a visionary who can propel us further along our expansion trajectory. We are not just seeking an employee; we are inviting a partner in innovation to join us in shaping the future of customer service excellence and mission critical support.

Process Engineer with US Federal Government Experience

Location: Hybrid Work from Home/ Williamsburg, KY Office OR El Paso, TX Office

Job Type: Full-Time

Overview:

A Process Engineer oversees process improvement across the KECH enterprise. Overall, the role of a Process Engineer is to ensure that processes are efficient, compliant, and optimized to meet the specific needs and requirements of government and other contracts while delivering high-quality results.

As the Process Engineer you will be responsible for handling the duties outlined below:

- **Process Optimization:** Continuously evaluate and improve existing processes to enhance efficiency, reduce costs, and improve overall project performance.
- **Quality Control:** Develop and implement quality control procedures to meet government standards and contractual requirements. Ensure that products or services meet or exceed specifications.
- **Compliance:** Stay current with government regulations and compliance requirements relevant to the industry and specific contracts. Ensure that all processes are in compliance with these regulations.
- **Documentation:** Maintain detailed documentation of processes, including standard operating procedures (SOPs), process flow diagrams, and compliance records.
- **Risk Assessment:** Identify potential risks in processes and develop mitigation strategies to ensure that projects are completed on time and within budget.
- **Cost Analysis:** Analyze project costs and recommend cost-saving measures. Budget management may also be part of the job to ensure that projects stay within budget constraints.
- **Data Analysis:** Collect and analyze data related to processes, performance, and quality to make data-driven decisions for process improvements.
- **Continuous Improvement:** Collaborate with cross-functional teams to identify areas for process improvement and implement changes to increase efficiency and effectiveness.
- **Testing and Validation:** Plan and conduct tests, experiments, and validation studies to ensure that processes and products meet required specifications and standards.
- **Technology Integration:** Evaluate and implement new technologies, tools, or software that can streamline processes and improve productivity.

- **Training/Mentoring:** Provide training and coaching to employees on new processes, procedures, and tools to ensure that everyone is following best practices.
- **Supplier Management:** Work with suppliers to ensure that the materials and components used in government contracts meet quality and compliance standards.
- **Environmental and Safety Compliance:** Ensure that processes adhere to environmental regulations and safety protocols.
- **Reporting:** Prepare reports and documentation required for government contracts, audits, and compliance checks.
- **Customer Support:** Collaborate with customers and government agencies to address inquiries, resolve issues, and ensure client satisfaction.
- **Project Management:** Take on project management responsibilities, overseeing the execution of contracts, timelines, and resources.
- **Security Clearance:** In government contracting roles, security clearance may be required to handle sensitive information and projects and there are nuances in how to process clearances for each agency.
- Additional duties may be assigned on an as needed basis.

Required Education:

- Bachelor's Degree in related field, or additional certifications such as CPA, SHRM, PMP, or Lean Six Sigma

Required Experience:

- 10+ years of government experience, plus demonstrated process improvement projects

Qualifications:

- **Proven Leadership:** Demonstrated success in leading and motivating cross-functional teams to achieve on time delivery and performance.
- **Industry Expertise:** Deep understanding of the Federal Government contracting landscape and SLED market. Commercial sectors are a plus.
- **Strategic Vision:** A track record of developing and executing successful strategies that drive profitability.
- **Innovative Thinking:** Strong problem-solving skills and a history of recommending actions that enhance the company's operations.
- **Communication Mastery:** Excellent communication and presentation skills, both written and verbal, to effectively convey new or improved processes.
- **Analytical Mindset:** Proficiency in analyzing gaps to make informed decisions and recommendations.

Salary:

Salary of \$100K to \$125K based on experience, plus bonus structure.