

State of Tennessee Customer Focused Government

Senior Management Consultant

The Office of Customer Focused Government (“CFG”) provides business strategy and operations consulting in partnership with the Departments of the Executive Branch of the government of the State of Tennessee. As a part of the Office of the Governor, CFG responds to the Governor’s vision to make Tennessee the best managed state in the country by providing the very best service at the lowest cost. CFG reports to the Chief Operating Officer. The position reports to the Director of Customer Focused Government and is located in Nashville, Tennessee.

Essential Functions

Principal responsibilities include:

- Assisting Departments in strategic and operational planning that enable the Governor’s priorities and focus areas, collaborating with Departments on performance improvement alternatives and solutions to assist in the execution of strategic and operational plans, and monitoring progress for the Governor’s Monthly Results reporting and other required reporting for the Accountability Act.
- Assisting Departments in determining and clarifying strategic and operational issues via consultation, identifying and assessing the pros and cons of possible alternatives for resolution and providing judgment and business case analysis for business performance solutions.
- Managing solution implementation projects that benefit the State as an enterprise.
- Providing accurate, timely, high quality analysis and advice; adapting strategies and responses to meet changing circumstances by remaining open-minded to new information; analyzing a wide range of business data and clearly articulating the potential impact of strategic decisions.
- Developing and fostering relationships with key stakeholders; communicating effectively in small and large group settings in all forms and at all levels in a professional manner; developing and delivering high impact presentations.
- Proficient at working in a team environment with responsibilities that change with each project. Comfortable with ambiguous assignments and evolving situations.
- Leading, managing and mentoring participants in the Governor’s Management Fellows program.

Requirements

Qualifications for this position include:

- Bachelor’s degree in Business Administration or equivalent area of study required. MBA preferred.
- Minimum of five years’ experience in either a consulting firm, large company or government agency.

- Experience using continuous improvement methodologies (e.g. Six Sigma, Lean, Process Reengineering, etc.). Familiarity with Baldrige Criteria for Performance Excellence is a plus
- Demonstrated skills in problem solving and self-motivation; demonstrated ability to obtain results and multitask in a fast-moving environment with different functional areas.
- Adept at quantitative analysis using superior analytical skills, establishing key metrics and performance indicators and improving business processes.
- Execution oriented, with a strong sense of urgency around tangible accomplishments.
- Exceptional interpersonal and communications skills, with the ability to establish rapport and build effective relationships across functions, across departments, and across all levels of management. Proven ability to prioritize objectives and effectively manage multiple projects through to timely benefit realization. Ability to lead groups of both managed and non-managed staff and to present information to seniors and stakeholders in terms that facilitate understanding and necessary actions.

Applications will be accepted from internal candidates until December 04, 2016. Interested individuals should submit a resume and cover letter to FinanceandAdministration.HRO@tn.gov.

The State of Tennessee is an Equal Employment Opportunity Employer.

The State of Tennessee complies with Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d et seq.), which states that “no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.” Any person who believes that discrimination has occurred by a state agency on the basis of race, color or national origin, including limited English proficiency (LEP), in violation of Title VI may file a written complaint with the Tennessee Human Rights Commission. Complaints must be filed within 180 days of the alleged discriminatory act. Complaints may also be filed with the state or federal agency involved, or the United States Department of Justice. For more information, please contact the Tennessee Human Rights Commission.