**SENIOR MANAGEMENT CONSULTANT**

**Department of Finance and Administration**

**Nashville, TN**

**Yearly Salary Starting at: $70,000.00**

Closes: 10/26/2021

**Executive Service**

**Who we are and what we do:**

The Office of Customer Focused Government (CFG) was established to serve as the state's internal consulting office and is referred to as the state's "innovation lab" and "think tank." CFG's mission is to "drive innovation and operational efficiency to benefit Tennesseans." CFG's consultants work with agencies to run a variety of projects across the enterprise that foster innovation and continuous improvements, specifically finding opportunities to improve outcomes pertaining to their operations and how they serve their customers. CFG's primary responsibility is overseeing and carrying out the requirement of the Accountability Act of 2013, know as CFG Plans.

**Executive Service**

**Key Responsibilities:**

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."

**Executive Service**

**Minimum Qualifications:**

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.

Minimum of 5 years experience with a combination of process improvement, strategic planning, and/or project management experience (PMP preferred).

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."

**Executive Service**

**Required Experience:**

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.

Minimum of 5 years experience with a combination of process improvement, strategic planning, and/or project management experience (PMP preferred)."

**Executive Service**

*Pursuant to the State of Tennessee’s Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State’s policy to provide an environment free of discrimination and harassment of an individual because of that person’s race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran’s status or any other category protected by state and/or federal civil rights laws.*