

POSITION SUMMARY

Under the general supervision and broad policy guidance of the Office of Enterprise Initiatives (OEI) Director, the Business Process Management Consultant is responsible for providing expert-level guidance, structure, direction, consultation, and leadership for the organization's overarching business process management program. Primary responsibilities include clarifying responsibility for the processes, clearly defining process boundaries, and establishing process measurements for effective management and improvement opportunities. This is advanced level work that requires applying the highest levels of theoretical and practical knowledge regarding business processes.

This position will evaluate, monitor and control business processes across the organization ensuring that outcomes are in harmony with the organization's strategic goals. The focus is on the entire process from beginning to end, introducing innovation into the process that can impact results and help the organization to meet its business objectives and goals. This position will work collaboratively across all areas of the organization to help improve the management of business processes.

In addition, this role is a "leader of change" and empowered to think differently about all our business processes. This will be achieved by "leading change" with colleagues, through collaboration and strong communication, analytical assessment of the potential to improve the design and implementation of new ways of working, helping to foster a culture of sustainable change through the creation and embedding of process management, and the supporting framework, to deliver business transformation.

ETF is a medium sized, non-shared services agency administering the Wisconsin Retirement System and related benefit programs to over 665,000 members receiving \$7.2 billion in retirement benefits and \$1.6 billion in health benefits annually. This position directly supports achieving the department's mission to develop and deliver quality benefits and services to our members while safeguarding the integrity of the Trust. As an employee of ETF, the incumbent will support and create a diverse and inclusive work force.

TIME % GOALS AND WORKER ACTIVITIES

- 30%** **Goal A: Leadership, facilitation and coordination of business process management and system analysis to improve the operational efficiency of business operations across the department.**
- A1. Lead and coordinate process improvement initiatives to analyze, document, and optimize business processes to improve operational efficiency.
 - A2. Lead feasibility studies, analysis, and requirements gathering for complex business processes and technology systems.
 - A3. Design and implement new processes that better support the organization's goals (this may involve re-engineering existing processes or creating entirely new one).
 - A4. Facilitate cross-functional collaboration to assess current processes, identify gaps, and develop improvement strategies.
 - A5. Analyze and map existing processes, identifying opportunities for improvement and ensuring continuous improvement efforts align with organizations goals and priorities.
 - A6. Work with leadership to prioritize and implement process enhancements that drive efficiency and effectiveness.
 - A7. Implement process management tools or software to manage processes across the organization.
 - A8. Define and monitor process performance metrics, identifying areas for improvement and leading data-driven decision-making.

A9. Work with agency business area managers to define the scope of organizational business process definition/redefinition projects.

30% Goal B: Definition and management of the organization's process management methodology and framework.

- B1. Develop, implement and maintain best practices for standardized business process management (BPM) methodology and framework across the organization.
- B2. Establish and direct the overall process through which all business processes within the organization are reviewed and redefined.
- B3. Review current policies and procedures for organizational business process redefinition and make changes as mandated by new technology, techniques and/or enterprise-wide standards.
- B4. Establish governance and best practices for process documentation, analysis, and continuous improvement.
- B5. Ensure alignment between BPM efforts and organizational strategic goals.
- B6. Implement tools and standards for process modeling, workflow automation, and performance measurement including risks and controls.
- B7. Monitor the effectiveness of the BPM framework and make iterative improvements.

20% Goal C: Provision of training and guidance on the use of business process management methodologies and tools across the organization.

- C1. Develop and deliver training programs on BPM methodologies, tools, and best practices.
- C2. Provide coaching and mentorship to staff on process improvement techniques and tools (e.g., Lean, Six Sigma, BPMN).
- C3. Create and maintain process management documentation, guides, and job aids for business users.
- C4. Serve as a resource for teams implementing BPM practices within their functional areas.
- C5. Promote a culture of continuous improvement through education and awareness initiatives.

10% Goal D: Stakeholder engagement and leadership of change management efforts related to process improvements.

- D1. Lead stakeholder engagement efforts to ensure buy-in and adoption of process improvements.
- D2. Work with business units, IT, and leadership to align process changes with business needs.
- D3. Develop and execute change management strategies to support process transformation efforts.
- D4. Communicate process changes effectively across all levels of the organization.
- D5. Address resistance to change and provide support for business units transitioning to new processes.

5% Goal E: Management of the department's business capability model and maturity.

- E1. Define, maintain, and enhance the department's business capability model to document and govern key business processes.
- E2. Assess and document the maturity of business processes and recommend strategies for advancement.
- E3. Align business capability improvements with organizational goals and technological advancements.
- E4. Work with leadership to develop a roadmap for capability growth and optimization.

E5. Measure and report on progress toward increasing business process maturity.

5% Goal F: Other duties as assigned.

- F1. Support department leadership with special projects and initiatives related to BPM and operational efficiency.
- F2. Participate in organizational strategic planning activities as they relate to process management.
- F3. Stay up to date on industry trends, BPM technologies, and best practices to enhance organizational capabilities.

KNOWLEDGE, SKILLS, AND ABILITIES

- 1. Comprehensive experience in business process analysis, new business process design, quality/process improvement, and change management.
- 2. Advanced ability to recognize how and when to improve a process and to recommend, negotiate, and implement change.
- 3. Advanced experience and ability at identifying key points and communicating results accurately and effectively to a broad audience.
- 4. Expert ability to analyze enterprise-wide business issues in a large or complex organization.
- 5. Demonstrated ability to identify appropriate members and develop effective teams with specific knowledge and skills needed to develop solutions and make recommendations.
- 6. Ability to independently identify and obtain information sources needed to perform responsibilities effectively and efficiently.
- 7. Advanced skills with Microsoft Office (i.e. Excel, Word, Visio, PowerPoint, etc.).
- 8. Broad experience and ability in influencing others and encouraging creative thinking to identify solutions.
- 9. Expert ability obtaining information and insight even when others are reluctant to share.
- 10. Highly developed communication, interpersonal, and team building skills to develop and sustain effective working relationships, including facilitation and leadership skills.
- 11. Skill in establishing and maintaining effective contact and communication with staff and management at all levels of the organization and with external groups/individuals.
- 12. Expert ability to communicate business concepts and information effectively to a wide range of audiences.
- 13. Considerable ability to work as an effective member in a team environment and to mentor more junior staff.
- 14. Ability to work independently and exercise appropriate judgment with a minimum of supervision and produce effective, acceptable results within defined time frames.
- 15. Ability to take the initiative to assertively represent business needs, to stand firm when necessary and to compromise, when possible, to diplomatically challenge assumptions, and to make recommendations to business and technical staff at all levels of responsibility and authority throughout the organization.
- 16. Highly skilled in effective time management and priority-setting.
- 17. Demonstrated ability to analyze facts and apply sound judgment in decision making.
- 18. Ability to understand and comply with all ETF security standards, policies, processes, and procedures.
- 19. Business Process Management (BPM) certification, Lean Six Sigma, or equivalent preferred.