



About the Position: Director, Minnesota Office of Continuous Improvement

This position leads and directs all aspects of the Minnesota Office of Continuous Improvement (MNCI), a nationally recognized program that provides custom-designed services to government agencies. This position is responsible for the overall health of the division— its business and financial health, strategic relationships (both inside and outside of state government), staffing, and service mix. This position works to assure that MNCI’s unique, deliberate blend of state and external consultants provide the Governor, legislature, state agencies, and other clients with high-quality, cost-effective consulting services targeted to meet their needs.

The Work: A Snapshot of Continuous Improvement in Minnesota

The Department of Administration (Admin) is committed to bringing systematic innovation and continuous improvement (CI) methodologies to state and local government. Admin created MNCI in 2007 to act as the State’s central office of CI. The CI approach aims to refine processes, reduce waste and ensure the highest levels of efficiency and performance within an organization. The principles originated in the worlds of business and manufacturing, and the State has modeled its approach after those used by a number of Minnesota’s leading private sector companies, including General Mills.

The Team: Meeting the Demand for Continuous Improvement

To date, MNCI has taught CI principles to over 8,500 public sector employees, from various state, city, and county offices all across the state. The program has coordinated and facilitated over 600 process improvement events – including 5S, problem solving, and value-stream mapping sessions achieving meaningful time and cost savings each time. Demand for CI trainings and facilitation continues to grow amongst Minnesota’s government workforce. In your role, you will have the chance to devise and develop new ways to meet this rising demand and to guide the program to even further success and larger impact. You will truly have the opportunity to work across the enterprise and improve state government.

What We’re Looking For: Qualifications

Qualified candidates must have a Bachelor’s Degree and five years of professional level experience in process or quality improvement methods. At least two years must be in a lead, supervisory, or managerial role.

Basic Qualifications

The individual in this position should have expert-level knowledge of the following:

- Continuous Improvement and/or other closely related process improvement methodologies
- Facilitating and leading Kaizen and other improvement events
- Preparing, giving, and hosting training and presentation sessions
- Issues related to process, system implementation, and support in a government organization

In addition, the individual in this position should have the following skills:

- Advanced training in Lean, Six Sigma, or closely related methodologies
- Strategic planning, visioning, and policy analysis
- Oral and written communication



- Interpersonal communication and human relations including interactions with senior management teams
- Problem solving

Why Admin? About the Minnesota Department of Administration

The Minnesota Department of Administration manages numerous core administrative functions of state government. This includes:

- Purchasing of goods and services
- Facilities and grounds management
- Vehicle and property leasing
- Risk management and workers' compensation
- And much more...

Across all of these areas, the agency's mission is to **provide the best value in government administrative services**. This mission is accomplished through commitments to:

- **Customer Satisfaction**, serving our customers in a professional and ethical manner, producing valuable results;
- **Continuous Improvement**, reducing costs and cycle times, optimizing performance and delivering innovative business solutions at every opportunity; and
- **Employee Engagement**, enabling and encouraging all staff to help achieve our mission.

The agency has a \$176.5 million annual operating budget and approximately 460 full-time employees.

Minnesota: A Great Place to Work and Live

Minnesota is home to 5.5 million, with 3.5 million living in the greater Minneapolis-St. Paul metropolitan area. Admin is located in the Capitol City of St. Paul. Minnesota has one of the nation's most thriving economies.

Minnesota State Government is the largest employer in the state of Minnesota, employing over 50,000 diverse and talented employees in more than 100 state agencies, boards, commissions, colleges, and universities. The state workforce is distributed across the entire state, with employees reporting to workplaces in 86 of Minnesota's 87 counties.

Living in Minnesota

Minnesota is consistently rated as one of the best places to work, live, and raise a family. The state is comprised of many diverse communities that enjoy a high quality of life, a superb education system, beautiful natural surroundings, and a rich array of cultural and recreational opportunities.

Rich Culture

Renowned theater, music and visual arts centers make Minnesota home to one of the most vibrant arts scenes in the country. Notable museums include the Minneapolis Institute of Arts, Walker Art Center, Minnesota Science Museum, Minnesota Children's Museum, and the University of Minnesota's



Weisman Art Museum. History buffs will want to visit the Minnesota History Center, Mill City Museum and many other sites operated by the Minnesota Historical Society.

Those who favor opera, ballet, theater, chamber music, orchestra, jazz, or comedy can enjoy performances by both local and visiting companies year round. The Guthrie Theater, Minnesota Orchestra, and St. Paul Chamber Orchestra have international reputations.

A Wide Range of Recreation Options

Sporting events and recreational activities are plentiful throughout Minnesota. The Twin Cities are home to major-league sports teams including the Twins (baseball), Vikings (football), Timberwolves (men's basketball), Lynx (women's basketball), and the Wild (hockey).

Minnesota also boasts the title of “land of 10,000 lakes” and offers a playground to outdoor enthusiasts. Rivers, lakes, parks, playgrounds, and recreational facilities provide access to a wide selection of activities such as fishing, biking, boating, hiking, skiing, skating, swimming, and much more. Minnesota has 72 state parks and 58 state forests, plus two national forests.

The Minnesota Zoo and the Como Zoo, and the Minnesota Valley National Wildlife Refuge provide excellent opportunities to observe and learn about nature and our environment. Shoppers will find stores and malls galore ranging from quaint antique shops and specialty boutiques to nationally recognized stores and outlet malls – plus the nation’s largest shopping center, the Mall of America, just minutes from the Twin Cities.

Both Minneapolis and St. Paul have vibrant downtowns that are easily accessible by car, bus, and light rail.

A Leader in Education

Minnesota’s schools are consistently ranked top in the nation. From pre-kindergarten to higher education, excellent educational opportunities await in Minnesota.

The Twin Cities area has over 15 colleges and universities, as well as a number of specialty trade programs and vocational institutes. Elementary and secondary education options include public schools with traditional, magnet, or language immersion programs, charter schools, and private schools. Summer programs for children and toddlers through teens are numerous and allow children to explore camping, music, foreign languages, arts, and sports.

Accessible Housing and Transportation

The Twin Cities are easily reached from anywhere in the world. The metropolitan area is served by the Minneapolis/St. Paul International Airport, seven public airports, and the Amtrak passenger railroad. Travel in and around the Twin Cities is facilitated by Metro Transit, an accessible and efficient mass transit system with an extensive bus network and light rail line. Housing options at various price ranges are readily available throughout the region.



Compensation and Benefits

Compensation is based on experience and includes participation in a comprehensive benefits plan. The State of Minnesota benefits plan supports meaningful work and living across four key areas: health and wellness, financial well-being, professional development, and work/life balance.

Visit the [State Employee Group Insurance Program website](#) to learn more about benefits.

A Commitment to Diversity and Inclusion

At the State of Minnesota, we recognize that a diverse and inclusive workplace is essential to providing culturally responsive and effective services. We strive to ensure that our workplace is representative of our Minnesota communities and commit to treat every employee with fairness and respect; we expect our employees to do the same for those we serve.

Equal Employment Opportunity

During our application process, the State of Minnesota will ask applicants about their gender, race, disability, or veteran status in an effort to ensure that the application and hiring process is fair and equitable for all. All applicants are considered for employment based on job qualifications without regard to race, color, creed, religion, national origin, sex, marital status, familial status, disability, status with regard to public assistance, sexual orientation, age, or veteran status.