

Treinen OCM Practitioner

Required Qualifications, Experience and Skills

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Overview

The Organizational Change Management (OCM) Practitioner reports to the OCM Practice Lead and supports client engagements by leading or participating in OCM projects.

Depending on the practitioner's other skills and project responsibilities, he/she may have a matrix reporting relationship to the OCM Practice Lead as well as a Treinen Director.

This is a full-time position which may require travel, as described below. The successful candidate will be based out of our Olympia, WA headquarters, but may reside elsewhere and perform work remotely, depending on project needs.

Required Qualifications

- Bachelor's degree – Prefer BA in Public Administration, Business Administration, Organizational Behavior and Development, Organizational/Industrial Psychology, Operations Research, Communications, or related field of study.
- Prosci® Certification is mandatory; Association of Change Management Professional certification is desirable.
- Two to three years of recent experience leading or participating in large-scale OCM projects. Also see Required Recent Experience outlined below.
- Skills and personal characteristics as outlined below; see Required Skills and Characteristics.
- Outstanding client references.
- United States (U.S.) citizenship or existing authority to work in the U.S.

Preferred Qualifications

- Prior experience working in the public sector, or consulting to public sector clients, preferably state government agencies.

Required Recent Experience (i.e. within the past 3 years)

The successful candidate will have experience in the following areas:

- Change management, consulting, management, training, communications, project management/coordination and/or business analysis.
- Leading or participating in large and complex OCM projects with large organizations. Ideally, such projects will have involved implementation of IT solutions in the public sector (preferably state government agencies).
- Creating and/or delivering successful OCM strategies and plans.

- Identifying and managing key stakeholder and business representatives and supporting a change network to facilitate business implementation readiness.
- Defining and/or delivering communication strategies; including designing and delivering communications (print, web and talking points) for multiple-staff levels.
- Independently leading client meetings or change visioning/training workshops.
- Measuring organizational change impacts and readiness for change, via surveys or other applicable approaches.
- Developing and/or supporting an OCM training strategy for a client.
- Assisting organizations in aligning policies and practices with the new way of working.
- Leading or participating in the identification and design of new/revised jobs and organizations for the client.
- Developing and/or supporting development of key performance indicators for the “to-be” environment.
- Leading or participating in OCM rollout and cutover processes.
- Delivering post launch support.

Required Skills and Characteristics

- Possess strong understanding and application of change management principles, methodologies, and tools.
- Assess, strategize, plan and/or execute OCM activities to promote and ensure faster adoption and sustainment.
- Strong leadership skills with demonstrated ability to work with diverse teams.
- Work effectively in a team environment with individuals at all levels of an organization.
- Develop trusted relationships with client leaders and staff.
- Excellent verbal and written communication skills in English.
- Effective listening.
- Demonstrated ability to:
 - Establish and maintain effective working relationships, including staff at all levels of an organization.
 - Deliver accurate, clear and concise messages that inform and persuade audiences to act.
 - Quickly learn and master new concepts; quickly build an understanding of the client's business, situation and desired outcome(s).
 - Effectively apply analytical problem-solving skills.
 - Adapt to the needs of diverse audiences and/or complex situations.
 - Be flexible and work in a rapidly changing environment.
 - Make technology solutions and concepts understandable for a non-technical audience.
- Strategic thinker who pays attention to detail and is also willing to personally do what is required to get the job done.

- Leads and/or supports substantial workstreams successfully; focuses on business impact as well results; identifies and tracks output parameters.
- Exceptional organizational and time management skills with a demonstrated ability to meet deadlines.

Performance Expectations

- Support strategic planning and budgeting to support the growth of the OCM practice.
- Supports sales assistance with OCM initiatives, including prospect discovery calls/meetings, participating in the development of proposals and Statement of Works (SOWs), client oral interviews, etc.
- Identify and/or develop OCM artifacts and intellectual capital.
- Develop and maintain effective working relationships with Treinen leadership and staff.
- Travel (through various modes of transportation) to and near our corporate headquarters; statewide; or out-of-state for client project work, meetings, trainings, etc.
- As needed, work extended hours, even outside of typical business hours if business necessitates.

Technology Skills

- Expert ability using Microsoft Office applications.
- Strong familiarity with project management software, such as MS project, Excel.

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