

STRATEGIC SERVICES CONSULTANT

Salary Range: \$74 - \$96/hour

Strategic Services Consultants are assigned to roles in which the key responsibility is designing and developing strategic paths to achieve improved outcomes which advance an agency's mission and values.

This is a focused professional role regularly engaged in systematically assessing, planning, aligning, and innovating work products and processes, which may be applicable to a range of services, operations, business models, resource and sustainability strategies, and risk management. This role provides oversight for the operation of assigned functional area(s). Strategic Services Consultants are thought leaders who provide vision and conceptual frameworks as well as practical implementation guidance for envisioned projects and programs. The Strategic Services Consultant identifies and pursues opportunities; develops strategic plans and tactical implementation scopes; seeks input from and coordination with a range of potential stakeholders, Strategic Services Consultants are expected to perform duties which require the use of discretion and independent judgement with respect to matters of significance.

Strategic Services Consultants are expected to:

- Understand and promote the work of Regional Government Services in cooperation with partner agencies, including innovation, adaptation and change management that accompanies the implementation of strategic activity.
- Be an expert in the body of knowledge and relevant regulation, as well as willing and able to effectively adopt or create alternate approaches and methodologies to effectively and compliantly achieve strategic outcomes.
- Adapt to assignment-specific variations in roles, teams, and tools to deliver workflows.
- Be flexible and communicative in prioritizing a variety of assignments.
- Work effectively with a team and/or partner agency's leadership team, providing scope and objectives as well as direction, training, coaching and course correction as needed.
- Coordinate and execute assigned projects, including reports and presentations.
- Be comfortable working in a remote/virtual environment utilizing a variety of information technology resources and platforms.
- Have a mutually agreeable flexible work schedule which meets the work demands.
- Uphold the highest ethical standards and build positive professional relationships.
- Within RGS, may be tasked with developing new models or processes related to programs and services.
- Within RGS, may be tasked with identifying recommendations for improvement.

Knowledge of:

- Principles and practices of local government organization, administration, budget, and personnel management.
- Business attraction, retention, and expansion strategies.
- Principles and practices of project management and/or program administration.
- Change management principles, structure, purpose, and techniques.
- Systems development and adaptation processes.
- Applicable federal, state, and local laws, regulations, and policies related to specific service line or project service areas and activities.
- Principles of supervision.

- Modern equipment and communication tools used for business functions and programs, projects, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Develop, coordinate, and evaluate related program and project areas.
- Plan, assign, supervise, review, and participate in project related activities.
- Analyze and interpret a range of organizational data relative to strategic alignment, and formulate recommended course of action.
- Present ideas and concepts effectively and persuasively in speaking before large and small groups.
- Interpret, apply, and explain applicable laws, codes, policies, and procedures.
- Analyze situations accurately and adopt effective courses of actions.
- Supervise, direct the work of, and develop team members.
- Organize work, set priorities, and meet critical time deadlines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Competencies:

- **Analytical Thinking:** Identifies solutions to complex problems; evaluates options and selects the most effective solution.
- **Change Management:** Leads team through ambiguity to achieve a positive and beneficial outcome.
- **Creativity/Innovation:** Encourages and collaborates with team on new ideas and motivates others to be proactive and resourceful.
- **Customer Service:** Modifies attitude, behaviors, and verbal skills to effectively interact with team members and clients.
- **Decision Making:** Anticipates and seeks an understanding of the impact and implications of decisions on planned outcome or results.
- **Influence:** Maintains an awareness of organizational goals and objectives while simultaneously navigating solutions towards desired outcomes and preserving relationships.
- **Leadership:** Assists others in developing skills and knowledge by creating conditions that enable the team to perform at its best.
- **Quality Improvement:** Creatively applies and actively shares expertise and best practices with others.

Qualifications:

Any combination of training, education, and experience that would provide the required knowledge, skills, and competencies is qualifying. During the selection process, RGS may conduct an assessment exam to evaluate areas of qualifications.

Physical Demands:

Ability to use standard office equipment, including a computer; vision to read printed materials and a computer screen; hearing and speech to communicate in person and over the telephone.