



Role: Transformation Associate / Transformation Analyst

Reports to:

Commonwealth Chief Transformation Officer (CTO) and/or Deputy CTO
Office of the Governor of Virginia

Overall Objective

The Commonwealth Transformation Office was created by Governor Youngkin, via Executive Order #5, to bring business efficiency to government bureaucracy. We make government more responsive, more efficient, and more transparent by fixing individual agencies (e.g., DMV, VEC) as well as driving cross-agency Transformations in areas such as economic development, procurement, re-entry optimization, and many more.

These Transformations require analysis to identify areas for improvement as well as guidance and coaching to ensure that our government is transparent, accountable, and working for the citizens of the Commonwealth. A team with expertise, imagination, and enthusiasm for delivery of services, the Commonwealth's operations and finances, and customer satisfaction is necessary to accomplish these goals. We are seeking a small number of highly qualified individuals to join our team.

Role Description

- Assist the CTO and agency leaders in driving Transformation projects prioritized by the Governor and Chief Transformation Officer
- Support the Transformation Office in conducting quantitative and qualitative analysis to identify cross-governmental and agency-specific performance improvements
- Support the Transformation Office and agencies in all aspects of project management related to the Transformation (e.g., regular meeting cadence; tracking action items, initiative progress, and value delivery; reporting on Transformation progress)

Responsibilities

- Conduct research and analyses of improvement opportunities, communicate findings
- Provide problem solving support to Transformation Office and/or agency leaders
- Design, build, and maintain dashboards of key performance metrics
- Prepare briefings for the Governor, CTO and agency stakeholders
- Develop workshop materials to build capabilities necessary to sustain initiatives
- Note: details of responsibilities will be commensurate with experience and demonstrated ability and are subject to change over time as needed

Skills and abilities

- Impact oriented with pragmatic analytics and problem solving (80/20) skills
- Intellectually curious and open-minded; a good listener
- Highly numerate
- Ability to work effectively in a high pace environment
- Strong stakeholder engagement skills; resilient in the face of roadblocks
- Ability to communicate well with roles at all levels orally, in writing, and graphically
- Expertise in Microsoft Office applications (specifically, Excel, PowerPoint) required
- Data analytic and visualization skills desired (think-cell, Power BI, Power Apps, etc.)

Experience and qualifications

- Quantitative background preferred (e.g., finance, engineering, economics)
- Experience with Excel based modeling (financial and ad hoc)
- Experience with Customer Experience Design (X/D) projects a plus
- Basic knowledge of Lean and Six Sigma concepts (process improvement)
- Public sector experience desirable but not required
- US citizen
- Able and willing to work primarily in Richmond, Virginia (Mon-Fri)
- Believes enthusiastically in Governor Youngkin's agenda

Intern / Fellow candidates

- Applications welcomed for candidates who will complete their undergraduate or graduate degree program in the 2023-24 academic year

Links to more information

- Chief Transformation Office <https://www.cto.virginia.gov/>
- Executive Order Number 5 (creating Transformation Office):
<https://www.governor.virginia.gov/media/governorvirginiagov/governor-of-virginia/pdf/eo/EO-5-CTO-Creation-Statewide-Audit-VEC-DMV.pdf>
- Governor Glenn Youngkin: <https://www.governor.virginia.gov/about/>
- Chief Transformation Officer Eric Moeller:
<https://www.governor.virginia.gov/cabinet/name-920307-en.html>

Contact us for more information or to express interest

- Denise Burch
denise.burch@governor.virginia.gov
+1-804-663-7877