



**METROPOLITAN GOVERNMENT OF NASHVILLE &  
DAVIDSON COUNTY**

Department of Human Resources

<http://www.nashville.gov/Human-Resources/Employment-Opportunities.aspx>

**Invites Applications For The Position Of:  
Transformation and Innovation  
Director**

*We are an equal opportunity employer that values diversity at all levels. All individuals, regardless of personal characteristics, are encouraged to apply.*

---

<b>SALARY:</b>	\$66,041.04 - \$103,025.34 Annually
<b>DEPARTMENT:</b>	Metro Action Commission
<b>OPENING DATE:</b>	12/27/19
<b>CLOSING DATE:</b>	01/12/20 11:59 PM

**POSITION DESCRIPTION:**

This is a Non-Civil Service position with Metro Action Commission. This position enhances existing systems, processes, and functions within the Metropolitan Action Commission using a human centered design lens. The Transformation and Innovation Director (TID) drives change through the organization, builds strong staff relationships and creates a positive work environment. The TID works to have clear, challenging, attainable goals and measured outcomes throughout the organization. Uphold the Mission, Vision and Core values of the MAC including exemplary internal and external customer service, teamwork, and treatment of all persons with respect, dignity, and compassion.

The TID reports to and collaborates with the agency Executive Director to support and develop the agency's innovative approach to service delivery as well as to ensure that agency change, innovation, and approach is being achieved organization-wide.

**TYPICAL DUTIES:**

- Ensures the use of a consistent framework such as the Human Services Value Curve in measuring agency progress toward meeting goals.
- Directs, manages and participates in the development and implementation of goals, objectives, policies, and priorities for assigned functions and programs; recommends, within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Supports large-scale agency-wide projects that incorporate a proactive and innovative solution to addressing business challenges and achieving organizational goals and objectives.
- Integrates how the big picture of the initiatives comes together from definition through implementation on implications across the agency.

- Supports development of clear case for change, desired outcomes, accurate scope, clear roles and decision-making.
- Gives advice and counsels leaders without managing the projects themselves in order to ensure the steps, tracking and expectations are consistent.
- Supports initiative teams with skills in process excellence, project management, facilitation, problem solving, accelerating transformation and value creation to drive toward required outcomes.
- Ensures effective stakeholder engagement and communications.
- Ensures timelines are adhered to for initiatives by keeping executives aware of any red flags concerning the timing or integration process.

#### **MINIMUM QUALIFICATIONS:**

Master's Degree in Business, Organization Development, Organizational Leadership or related field and three (3) years of organizational leadership experience.

***Candidates with accreditations earned in a foreign institute are encouraged to apply.***

**Per Metro Ordinance No. S094-1078. All employees of the Metropolitan Government shall be residents of the State of Tennessee or become residents of the state within six (6) months of employment as a prerequisite to employment with the Metropolitan Government.**

#### **PREFERRED EXPERIENCE, KNOWLEDGE, SKILLS, AND ABILITIES:**

- Skilled in driving a productive change throughout the organization.
- Ability to understand the programs, services, the people behind the numbers, and who gets out into "the field" to see how our clients, employees, and contractors are interacting.
- Skilled in developing strategic roadmaps, training sessions for employees, and change management processes.
- Skilled in diagnostic and problem-solving.
- Experience in data collection, analysis and interpretation, as well as processes and systems.
- Experience working in a Human Services environment.

***When applying, provide highest level of education attained and include relevant certification or licensure. We do not routinely contact applicants who fail to include this information. All statements made on resumes and/or applications are subject to verification. If you are claiming Veteran's preference, please attach a copy of your DD214 form.***

**Please be advised that final applicants for this position will be subject to a background check, drug screen, and a fingerprint check.**

In compliance with Tennessee law, all applications are subject to public disclosure.

**Requests for ADA accommodation should be directed to:  
Rickie McQueen @ (615) 862-8860 x 70103**

---

APPLICATIONS MAY BE FILED ONLINE AT:  
<http://www.nashville.gov/Human-Resources/Employment-Opportunities.aspx>

---

### **Transformation and Innovation Director Supplemental Questionnaire**

- \* 1. Do you have a valid Driver License?  
 Yes    No
  
  - \* 2. Do you have a Master's Degree in Business, Organization Development, Organizational Leadership, or related field from an accredited college or university?  
 Yes    No
  
  - \* 3. Please state your degree and concentration. If no degree, please state "NA." example: Master's of Business - Management
  
  - \* 4. How many years of experience do you have working in organizational leadership or at an executive level within an organization?  
 No experience  
 Less than 1 year  
 1 year  
 2 years  
 3 or more years
  
  - \* 5. Please briefly explain your executive role and your experience supervising other executives/C-Suite leaders. If no experience, state "NA."
  
  - \* 6. Do you have direct experience with leading organizational change management?  
 Yes    No
  
  - \* 7. Please explain your experience with leading organizational change management. If no experience, state "NA."
  
  - \* 8. I understand that all related work history/experience, education, certification and/or licenses must be reflected on my application for this position. I further understand that an incomplete application or missing documents may result in disqualification.  
 yes
- \* Required Question