



WASHINGTON STATE DEPARTMENT OF LICENSING

Business Process Engineer – Office of System and Program Review

Washington Management Service, Band 2

Olympia, Washington

Annual Compensation: \$68,000 - \$78,900 (DOQ)

Extended Closing: Open until filled*

* The hiring authority reserves the right and may exercise the option to make a hiring decision at any time during this recruitment. *Initial screening may begin as early as October 20, 2009. It will be to the applicant's advantage to submit materials as soon as possible.*

MISSION

One vision, one voice - working together for a safer Washington

VISION

Great people, great service - excellence every time.

ABOUT DOL

◇DOL is the 2nd largest revenue generating agency in the state collecting over \$1.9 billion annually in fees and taxes on fuel and vehicle related services. More than 85 percent of state funding for Washington's transportation typically comes from revenue DOL collects on behalf of the state.

◇DOL employs more than 1,300 people in various locations throughout the state of Washington.

To learn more about DOL check out our [website](#).

WHY WORK AT DOL?

At DOL we hire the brightest and most committed people that we can get our hands on. Once aboard, we do our best to keep them here by encouraging personal and professional growth. Some of the benefits of working at DOL are:

◇Great people and great leadership equal a great place to work! DOL employees are some of the finest that state government has to offer. We enjoy a reputation of being an industry leader. We make sure each employee is treated fairly and knows how their position contributes to the agencies mission: *One vision, one voice – working together for a safer Washington.*

◇Professional growth opportunities. At DOL we understand the importance of building on the talent we already have. DOL offers a wide variety of professional development training geared towards your individual needs. Because we put special emphasis on training our employees, you can bet there will be promotional opportunities available to you within DOL. No matter what your professional goals are, we'll do our best to help get you there.

DO YOU HAVE WHAT IT TAKES?

We are looking for a team-oriented professional to join our Office of System and Program Review (OSPR). The OSPR is intent on facilitating the achievement of DOL business objectives and promoting improved conditions of performance and accountability through a variety of services.

THE OPPORTUNITY

Armed with the Department's Strategic Plan, current data on licensing business trends and proven process mapping, analysis and process engineering expertise, the Business Process Engineer (BPE) will be responsible to study and understand the different business functions within the agency. Combining his/her skills and understanding of the business, the BPE will recommend and assist with planning the implementation of a variety of business improvement solutions and measures. Such recommendations and plans may require radical redesign of processes and/or organizational structures geared toward refining mission-critical business activities. The BPE's work will result in integrated effectiveness in providing services to the public, and improved economic efficiency throughout all aspects of agency business.

QUALIFICATIONS:

- Bachelor's degree in business administration, information systems, engineering or related field;
- Experience applying process engineering concepts including reviewing core business processes, mapping workflows, developing costing models, redefining operations, championing collaborative implementation of recommended changes and instituting performance metrics for new processes;
- Proven ability to interact effectively and constructively with a wide variety of stakeholder groups with varying interests while fostering and maintaining positive working relationships;
- Demonstrated skills in presentation, facilitation, negotiation, and innovative problem resolution;
- Experience in change management;
- Project management experience, including work with the interface of information technology.
- Ability to operate effectively within the Microsoft Office Suite of products.



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◇We care about and take care of our employees! DOL employees also have access to the [Employee Assistance Program](#) that assists employees and their family members resolve personal or work-related problems at no cost to the employee.

◇Work life balance. DOL realizes that employee satisfaction leads to improved organizational performance. With up to 12-22 days of paid vacation, 12 days of paid sick leave, 11 paid holidays, and paid military/civil leave, you'll have time to focus on what's most important to you, both in and outside of the workplace.

◇[Quality healthcare and dental coverage for you and your dependents](#). With four affordable healthcare plans and three free of charge dental plans to choose from, you'll be able to choose the insurance that best fit the needs of you and your dependents.

◇[Retirement](#) and savings plans. At DOL we acknowledge that planning your financial future is important to you. DOL employees have the option of choosing between two employer match retirement plans and an optional [deferred compensation plan](#) that can be invested how you choose.

◇[Life insurance](#) coverage.

◇[Long term disability](#) insurance.

◇Optional [flexible spending account](#).

◇Optional [long term care insurance](#).

◇Optional [discounted auto and home insurance](#) plans.

DIVERSITY

The Washington State Department of Licensing celebrates a diverse workforce. It is our policy to provide equal opportunity in all terms and conditions of employment. We encourage all qualified persons, including members of protected groups under applicable state or federal law, to apply for our open positions.

Persons with disabilities who need assistance in the application process or those needing this announcement in an alternate format may call (360) 664-1510 or TTY (360) 664-9492.

PREFERRED QUALIFICATIONS:

We may grant additional consideration to candidates who possess the following:

- Advanced degree in business administration, information systems, engineering, or related field;
- Three or more years experience applying process engineering concepts that include reviewing core business processes, mapping workflows, developing costing models, redefining operations, championing collaborative implementation of recommended changes and instituting performance metrics for new processes;
- Relevant professional certification(s).

APPLICATION INSTRUCTIONS

To apply for this position, e-mail the following to HRrecruit@dol.wa.gov with a subject line of "**09-065W(b) -BPE**".

1. In two pages (or fewer) provide a written explanation of how your skills and experience meet the QUALIFICATIONS listed in this announcement. In your explanation, be sure to describe the most complex process you have engineered or reengineered. Discuss the approach you used, your role and the results.
2. Your chronological resume depicting work experience and/or education that support your letter of interest.
3. A list of at least 3 professional references including names, professional titles, and current phone numbers.

NOTES

This position is in the Washington Management Service (WMS), Band 2. Annual compensation is between \$68,000 and \$78,900 and may be negotiable depending upon qualifications. Additionally, WMS incumbents may be eligible for additional progression increases in recognition of growth and development on the job.

The act of submitting application materials is considered affirmation that the information provided is complete and truthful. Prior to any new appointment into DOL, a background check will be conducted.

The candidate pool certified for this recruitment may be used to fill future similar vacancies for up to six months.