

JEFFREY A. HISSEM

BUREAU CHIEF, BUSINESS SERVICES

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EXECUTIVE PROFILE

Innovative Leadership

Internal Operations

Real Estate Administration

Facility Planning/Design

Project Management

Budget Administration

Black Belt

Prosci

- ❑ **21+ years of progressive leadership experience in the areas of business management and process improvement, providing change leadership** in the transformation of one of the state's largest agencies, ODJFS.
- ❑ **Unique combinations of architectural and design skills coupled with exceptional business acumen**, consistently leading to successful outside-of-the-box solutions to complex organizational challenges.
- ❑ **Influential leader with a strong work ethic and demonstrated commitment to staff development.** Recognized by senior management, peers, and direct reports for building strong, high-performance teams, consistently exceeding department goals and reducing overall costs.

SELECTED ACCOMPLISHMENTS

- **Played an integral role as a key member of cross-agency teams** tasked with merging two state-level departments (Human Services/Bureau of Employment Services) and conversely, with the division of a state-level agency into two independent agencies (ODJFS/Department of Medicaid). Also, served as a long-term member of the Joint Budget Committee (JBC), a Labor and Management partnership focused on agency-wide process improvement and cost savings.
- **Achieved annual savings of \$5.5 million** by leading a real estate consolidation across ODJFS and developing and leading agency's strategic housing plan.
- **Leveraged technology by championing the acquisition of Computer-Aided Facility Management software, CAFM**, successfully resolving a ten-year campaign in support of the application of technology. After CAFM success, continued to leverage technology and apply automation to other agency challenges, including mail, assets, fleet, forms, and imaging.
- **Recruited and led a cross-functional team to stabilize the agency's troubled asset program** utilizing Kaizen and creating a center of excellence in digital asset management.
- **Achieved a savings of \$6 million** in personal travel reimbursements 2010-present, producing \$710,000 within the first 12 months of introducing and administering an effective fleet management program.
- **Achieved annual savings of \$ 1 million**, transitioning from printed to electronic Medicaid notifications utilizing a bulk email server.
- **Led cross-functional team to develop and launch** agency-wide digital solution to mail processing resulting in a significant saving of time, postage, and human capital.

PROFESSIONAL EXPERIENCE

OHIO DEPARTMENT OF JOB AND FAMILY SERVICES, Columbus, OH **1999 - Present**

Bureau Chief, Business Services (2005-present)

Assistant Deputy, Employee & Business Services (2008-2010)

Project Manager, Local Transition & Campus Planning (2004-2005)

Assistant Deputy, Facilities & Business Services (2002-2004)

Chief, Facilities Service (2000-2002)

Project Manager, Merger Team (1999-2000)

Charged with overseeing the strategic planning and execution of the agency's core business needs and supporting functions for 2,600+ employees, one million square feet of office space, and an annual operating budget of \$19.6 million. Provided key leadership and direction for a staff of 30+ union and non-union employees.

OHIO BUREAU OF EMPLOYMENT SERVICES, Columbus, OH **1993-1999**

Facilities Planning Project Manager (1997-1999)

Facility Planner (1993-1997)

Accountable for supervising staff in designing and managing state capital improvement and leased projects worth \$200K to \$800K, overseeing each project's development from planning through construction and post construction evaluation.

EDUCATION AND DEVELOPMENT

Master of Arts in Architecture

THE OHIO STATE UNIVERSITY – Columbus, OH

Galen Oman Scholarship Recipient

Bachelor of Science in Economics

THE UNIVERSITY OF CINCINNATI – Cincinnati, OH

Cincinnatus Honorary Society

Driving Government Performance for Ohio Executives

HARVARD UNIVERSITY

Six Sigma Black Belt

OHIO AUDITOR OF STATE/CINTAS – Columbus, OH

Prosci Change Management

NAVIGATOR MANAGEMENT PARTNERS – Columbus, OH

PROFESSIONAL & CIVIC AFFILIATIONS

Short North Neighborhood Foundation Trustee, 2007-present

Victorian Village, Commissioner, 1997-present

Big Brothers Big Sisters of Central Ohio, 2011