

JEFFREY A. HISSEM

BUREAU CHIEF, BUSINESS SERVICES

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EXECUTIVE PROFILE

Innovative Leadership

Process Improvement

Project Management

Change Management

Budget Administration

Internal Operations

Real Estate Administration

Facility Planning/ Design

- ❑ **Influential manager with a strong work ethic and 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.
- ❑ **17+ years of progressive leadership experience in the areas of business management and process improvement, providing change leadership** in the transformation of the state's largest agency, ODJFS.
- ❑ **Unique combinations of architectural and design skills coupled with exceptional business acumen,** consistently leading to outside of the box solutions to complex organizational challenges.

SELECTED ACCOMPLISHMENTS

- **Achieved annual savings of \$1.1 million** by consolidating 5 facilities within 18 weeks and reducing square footage by 77,607 s.f..
- **Produced \$710,000 savings in personal travel reimbursements in 2010** by introducing and administering an effective fleet management program.
- **Championed the acquisition of Computer Aided Facility Management software, CAFM, in 2009.** Successfully resolving a ten-year campaign in support of the application of technology to administer the agency's real estate portfolio, future applications to incorporate, assets, health, safety, and security.
- **Recruited and led a cross-functional team to stabilize the agency's troubled asset program** utilizing Kaizen, a process improvement tool.
- **Designed, developed, and implemented strategy to construct 10 transition centers around the state** in response to Ohio's historically high unemployment in 2009.
- **Achieved annual savings of \$ 1 million,** transitioning from printed to electronic Medicaid notifications utilizing a bulk email server.
- **Key member of the Joint Budget Committee (JBC),** a Labor and Management partnership focused on agency-wide process improvement and cost savings.
- **Drove the Local Transition Plan to align the agency's changed delivery structure saving approximately \$1.7 million annually.** Reduced offices from 88 to 26 and created a space standard and unique brand to showcase JFS as the premier innovative agency.

PROFESSIONAL EXPERIENCE

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

- Bureau Chief**, Business Services (05-present)
- Assistant Deputy**, Employee & Business Services (08-10)
- Project Manager**, Local Transition & Campus Planning (04-05)
- Assistant Deputy**, Facilities & Business Services (02-04)
- Chief**, Facilities Service (00-02)
- Project Manager**, Merger Team (99-00)

Charged with overseeing the strategic planning and execution of the agency's core business needs and supporting functions for 4,000+ employees and 1.5 million square feet of office space. Provided key leadership and direction for a staff of 30 union and non-union employees with an annual operating budget of \$43 million.

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

- Facilities Planning Project Manager** (97-99)
- Facility Planner** (93-97)

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

PROFESSIONAL & CIVIC AFFILIATIONS

- Victorian Village, Commissioner, 1997-present
- Short North Neighborhood Foundation Trustee, 2007-present
- International Facility Management Association
- Big Brothers Big Sisters of Central Ohio, 2011