

# JEFFREY A. HISSEM

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## REAL ESTATE ADMINISTRATOR

### EXECUTIVE PROFILE

*Real Estate Administration*  
*Economic Development*  
*Budget Administration*  
*Facility Planning/Design*  
*Project Management*  
*Organizational Design*  
*Architectural Planning*  
*Change Management*  
*Construction Management*

- **More than 15 years of progressive leadership experience**, leveraging architecture and business management skills to become a dynamic change agent in the transformation of the state's largest agency. Influential manager with sincere commitment to people development and creating high performance work settings.
- **Extensive background in architecture and design; exceptional technical skills** complement an innate sense of creativity in the design of aesthetically attractive, architecturally strong, and highly environmentally efficient office space.
- **Recognized by peers and subordinates for effective leadership techniques.** Served as an effective communicator, leader, and problem-solver who built teamwork and possessed the initiative to continually exceed department goals.

### PROFESSIONAL EXPERIENCE

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

**Assistant Deputy**, Employee & Business Services (08-10)

**Bureau Chief**, Facilities & Business Services (05-Present)

**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 housing needs and business support functions. Accountabilities include facility planning and design, leasing and contracts, maintenance, customer support, document development, records management, and mail services. Provide strategic leadership after a merger with another organization created the largest agency in the state. Develop policies to address how to most effectively utilize the agency's 4250+ employees and 1.5 million square feet of office space. Supervise a staff of 30 union and non-union employees with an annual operating budget of \$43 million.

*Challenges: (1) Develop and oversee the agency's strategic housing plan; (2) Project manage the design, acquisition, sales, improvement, and maintenance of 88 state-owned and leased office facilities; (3) Work across agency boundaries to execute the long-term Local Transition Plan and Campus Plan; (4) Drive partnerships and process improvements to improve agency efficiencies, bringing technology and automation to the forefront of the organization; (5) Serve as a leader throughout the transition period following the merger between the Department of Employee Services and Department of Human Services.*

#### Key Contributions & Results:

- **Spearheaded a Local Transition Plan to align the agency's changed delivery structure to its real estate portfolio** to showcase a premier, innovative agency; created a space standard and unique brand while reducing the number of office spaces from 88 to 26 and realizing cost savings of approximately \$1.7 million annually.
- **Led a multi-year Campus Plan to rezone and renovate more than a million square feet of space, including a Lazarus department store and warehouse spaces at the Columbus Air Center;** focused on implementing green building technology into each project to integrate design and operating efficiency into each building.
- **Recognized across the agency for efforts to reinvent the real estate environment, twice earning "team of the month" award** for success as project leader on various cross-functional project teams.
- **Demonstrated capacity to review operations of specific functions and make recommendations for new programs, procedure, policies, and practices** in support of the agency's missions.
- **Cultivated and maintained a successful public/private partnership with Ohio Penal Industries and Thomas Ruff** to acquire cost-effective modular furniture; the partnership was copied with other manufacturers to achieve considerable cost savings throughout all state agencies.

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. Ensured each project's success by providing leadership, being accountable, managing the budget and schedule, and communicating with the client, architects, general contractors, and public agencies. Oversaw all aspects of each project, including project program, documentation, finance and accounting, as well as contractual relationships.

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*Challenges: (1) Manage a consistent pipeline of new projects for an expanding department; (2) Maintain focus on operational issues while devoting time to developing relationships with key contractors and agencies.*

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Key Contributions & Results:

- **Successfully designed and directed construction of 35 service centers state-wide; earned recognition for** consistently exceeding project expectations while remaining within time and budgetary constraints.
- **Exercised sound business and management practices while overseeing the development of assigned** capital improvement projects, ensuring compliance with all applicable regulator agency requirements.

PRIOR POSITIONS:

**Assistant to Field Architect** – Thierry W. Despont, Ltd., New York, NY and Paris, France  
**Architectural Intern** – Richard Trott and Partners, Columbus, OH

**ACADEMIC BACKGROUND**

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**Master of Arts in Architecture**

THE OHIO STATE UNIVERSITY – Columbus, OH

*Recipient of the Galen Oman Scholarship*

**Bachelor of Science in Economics**

THE UNIVERSITY OF CINCINNATI – Cincinnati, OH

*Member of the Cincinnati Honorary Society*

**Driving Government Performance for Ohio Executives**

HARVARD UNIVERSITY

**PROFESSIONAL & CIVIC AFFILIATIONS**

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Victorian Village, Commissioner (97-Present)

Short North Neighborhood Foundation, Board Member

International Facility Management Association, Member