



Business Process Architect Consultant

illuminative Strategies Inc. (ISI) is a Management Consulting firm specializing in Business Process Optimization and Organizational Change Management. At Illuminative Strategies Inc. (ISI), we are strong, innovative, and growing. We invest in our people. We care and make a positive difference for our clients. ISI is a place where you can craft your own path to greatness. Whether you think in code, words, pictures, or numbers, express your passion, and find your future at ISI.

Position Summary

We are seeking an energetic Business Process Architect, with a Lean Six Sigma Black Belt (required), to join our team to optimize and transform the way people, processes, and technology connect.

Using Lean principles, the Business Process Architect is responsible for the facilitation of business process improvement activities with our clients. This person will be responsible for proactively identifying process improvement opportunities, developing, and quantifying improvement recommendations, implementing process improvements, and building continuous process improvement environments.

This individual will interact with all levels of the client organization and will possess a collaborative and flexible working style with the ability to work in various types of environments. To be successful, the candidate must also possess strong leadership traits in customer service, communication, productivity, project management and professionalism.

Primary Duties and Responsibilities

- Apply wide range of process improvement tools to assist in identifying and eliminating waste.
- Drive inclusive and cross-functional teams to Best-In-Class performance
- Provides full cycle leadership to identify improvement opportunities, build consensus to define a problem, perform root cause analysis and selection of a sustainable solution, followed by implementation & controls
- Serve as a change agent for developing and encouraging a culture that is driven by innovation, accountability, and transparency
- Teach and mentor others in Lean, Six Sigma methodology, ensuring the deployment, development, and ongoing sustainment of process and performance excellence
- Drive process improvements aligned with desired customer outcomes to delight our clients
- Understand client needs and the process drivers of satisfaction
- Develop and maintain formal process documentation including procedures and process flow diagrams



- Strong influencing skills and effective communication at all levels, building win-win partnerships with multiple stakeholders and adapting to and managing change in a fast paced, dynamic environment
- Strong facilitation skills
- Ability to communicate complex business and technical challenges in a simplified manner using superior analytical, evaluative, and problem-solving abilities
- Process mapping (iGrafx, VISIO) and application of appropriate improvement methodologies and tools
- Ability to apply skills in project management, process management, change management and statistical analysis
- Reducing the complexity of processes.
- Capable of working independently under ambiguous and/or changing conditions.
- Strong communication and presentation skills adaptable for engaging with multiple levels across the organization.

Qualifications

- Bachelor's degree is required.
- Minimum 5 years' experience with process improvement and continuous improvement methodologies
- Lean Six Sigma Black Belt Certification required
- Organizational Change Management Certification preferred
- Project Management Certification preferred
- Strong analytical skills, and experience working cross functionally to solve problems through process changes. High-level Excel capability required.
- Ability to communicate clearly/concisely
- Ability to meet tight deadlines
- Good written skills with the ability to produce clear and concise documentation.
- Strong communication and partner leadership skills to influence others and ability to articulate vision, strategy and solutions that best meet business objectives.
- Familiarity with project management approaches, tools, and phases of the project lifecycle.
- Ambitious demeanor that supports the ability to lead in new and ambiguous situations.
- Excellent active listening, root cause identification, and interpersonal skills.
- Experience working with Public Sector clients preferred
- Experience using iGrafx preferred

We offer a competitive salary, incentives, and benefit plan. Benefits include medical, dental, vision, and life insurance, FSA, and 401k.

We can only solve the world's toughest challenges by building an inclusive workplace that allows everyone to thrive. We are an equal opportunity employer, committed to hiring regardless of any protected characteristic, such as race, ethnicity, national origin, color, sex, gender



identity/expression, sexual orientation, religion, age, disability status, or military/veteran status. Together, our employees are empowered to share their expertise and collaborate with others to achieve personal and professional goals.