



Strategic Utility Consulting

Job Description

Company: UtiliWorks Consulting, LLC

Job title: Business Process Associate

Date Posted: May 18, 2018

Job Location: Baton Rouge, LA or remote location

Number of Openings: 1

Reports to: Senior Manager

Type of position:

Full-time

Part-time

Contractor

Intern

Exempt

Nonexempt

About the Company:

UtiliWorks is a Baton Rouge based Limited Liability Company. We are a consulting firm that provides professional services to electric, water, and natural gas utilities throughout the U.S. We specialize in providing assessments and business cases, procurement management, design and implementation oversight for smart grid/ water/ gas programs. Together with our clients, UtiliWorks advances business and technology solutions that strategically enhance utility operations. For more information, visit www.utiliworks.com

At UtiliWorks, our corporate values are reflected in all that we do:

1. Build Relationships based on Integrity, Dignity and Respect (Customers, Vendors, Employees)
2. Promote a Commitment to Excellence and Service
3. Share Knowledge & Support Continuous Learning
4. Communicate Directly, Openly & Honestly
5. Invest in the Long Term

General Description:

The Business Process Associate will be accountable to manage multi-year business process re-engineering work packages within larger UtiliWorks projects. The successful candidate will lead business process engineering workshops and change management strategy sessions for clients that are undertaking Smart Grid, Smart Metering and other utility technology deployments. He/she will work with client and vendor stakeholders to determine the optimal mix of operational and technological changes to support future state processes, as well as lead interactive trainings with clients on the newly designed business processes. The Associate will be able to communicate effectively to all levels within a utility organization and manage client expectations to ensure customer satisfaction. He/she will also provide support on client projects in the systems deployment and acceptance phases and become an integral member of the UtiliWorks consulting team.

Job Duties:

Primary Responsibilities:

- Lead cross-functional workshops with client stakeholders to document and baseline current state business processes and design future state business processes during AMI and utility technology deployments
- Develop and maintain process documents utilizing process mapping software (ex: Microsoft Visio, IBM BlueWorks, LucidChart)
- Develop end-user training and user acceptance materials
- Conduct training and user acceptance testing for end-users of future state processes
- Build and nurture relationships with clients, client executives, systems integrators, partners, vendors, and internal department personnel
- Expand knowledge and understanding related to the electric, water and gas utility industries with specific attention to advanced metering and Smart Utility technologies

Secondary Responsibilities:

- Conduct data and process analyses using analytical tools such as MS Excel, MS Project and MS Access
- Assist with the research, writing, and development of client deliverables including reports, implementation plans, memoranda, presentations, etc.
- Support the UtiliWorks Project Manager and team in their efforts to communicate conclusions and recommendations to clients
- Occasionally support sales team and drive additional work with existing clients where appropriate
- Work at client site as needed to assist the team with overall systems deployment, testing, and acceptance
- Travel required on as needed basis, approximately 50%

Desired Qualifications:

- Bachelor's degree in Business, Information Technology, Engineering or a related discipline
- 3+ years of experience as a Strategy or Business Analyst or related capacity
- Preference for a candidate with an understanding of Advanced Metering, Meter Data Management, and Utility business processes and practices
- Strong verbal and written skills to support effective meeting facilitation and communication of key findings to team members and clients
- Proficient in process mapping and business software (MS Excel, Word, Power Point, Visio, SharePoint)

Benefits:

UtiliWorks offers a competitive salary and a full benefits package. At UtiliWorks, you will find an environment where respect, satisfaction and hard work are valued.

To Apply:

To respond to this opportunity, please e-mail your resume to: ktruschel@utiliworks.com