



Change & Innovation Agency  
a vimo® company

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## **POSITION: Senior Technical Writer**

If you believe the work of government is noble, the people of government are amazing, but know deep down that opportunity exists to transform how the important work of government gets done – and truly want to make an impact in this area ... then Change and Innovation Agency (C!A®), a member of the Vimo® family of innovative solutions, might be the perfect next step in your career dedicated to public service.

Specifically, we are looking for a Senior Technical Writer with a background in public service consulting. The ideal candidate will have experience in deliverable review, proposal development, and statement of work development to support our sales and delivery teams. Experience with state government is highly desirable. Experience with proposal management is a plus. Over 5 years experience is preferred.

### **Our Firm:**

C!A®, a member of the Vimo® family, is a consulting firm focused specifically on helping government agencies increase capacity to do more good. For nearly two decades, states, counties and municipalities across the country have turned to C!A to help them fix broken business processes and systems to improve capacity and meet program goals.

### **Our Impact:**

Using a proven methodology and approach to work with government that is well documented in C!A Founder Ken Miller's books, including *Extreme Government Makeover* and *We Don't Make Widgets: Overcoming the Myths that Keep Government from Improving*, we consistently help government clients achieve significant and noteworthy results including:

- 70% faster delivery of services
- 40% to 130% more families served, with improved accuracy and timeliness
- 60% - 80% increase in same-day eligibility determinations
- 85% reduction in open child welfare safety assessments
- Avert federal financial sanctions and/or court injunctions
- Maximize the benefits of technology and integrated solutions by first redesigning processes

### **Our Focus:**

Although our work spans all areas of government, our hearts have led us to focus on government agencies delivering vital safety net programs. This unwavering dedication



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to human services has helped us become an industry leader in business process redesign, having worked with 50% of the states in the nation.

### **Our Future:**

We know there is more good for government agencies to do as they work to help people in need ...and that we can help ... and that's why we're growing and looking for other like-minded individuals with government program experience in the areas of safety net programs including SNAP, TANF, and Medicaid, child welfare, child support, unemployment insurance, and housing to join our dynamic and highly talented team.

### **Our Team:**

For C!A, public service is a calling and way of life. Public servants by experience and at heart, the C!A team is comprised of former government employees who have dedicated much of their professional careers to public service. Each team member brings unique and diverse program experience representing differing levels of government operations and has a deep understanding of government processes, working with state, county and local agencies and offices, and the associated federal agencies.

### **Are you interested in joining the C!A family?**

Competitive benefits package offered.

Submit your resume today at [resumes@changeagents.info](mailto:resumes@changeagents.info).