



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 (CIA®), a member of the Vimo® family of innovative solutions, might be the perfect next step in your career dedicated to public service.

As an Editor and Technical Writer, you will work with CIA's Executive Team, Practice Leads, and consultants to draft and edit reports and presentations, draft and edit scopes of work/sales proposals, draft and edit responses to Request for Proposals (RFP), Request for Qualifications (RFQ), and Request for Information (RFI). Specific duties will include:

- Participating in proposal strategy, design, writing, and review sessions with business development and technical teams throughout the life of the proposal
- Editing proposals to improving readability by shortening sentences, eliminating redundancies, rearranging sentences to improve transitions, and clarifying exhibits and references. The technical writer will ensure appropriate formatting for best readability and flow.
- Reviewing and editing deliverables such as reports and presentations to ensure they are high quality and meet Change & Innovation Agency standards. May also support in creation of those deliverables as needed.

CIA's ideal candidate for this role is highly skilled in written communications and collaboration with others to ensure written information from multiple sources is successfully conveyed as a single voice. We are looking for individuals with 5 years of professional writing experience who can demonstrate the following skills:

- Technical writing such as grant writing, responding to Request for Proposals, writing/editing policy or procedure manuals, writing/editing newsletters, writing/editing reports.
- Advanced skills in proofreading, formatting, grammar, and use of Microsoft Word and PowerPoint.
- Familiarity with process improvement principles within the context of local, county and/or state government organizations.
- Familiarity with operations, training, IT/systems, and government contracting.
- Program knowledge in Medicaid, SNAP, TANF, Unemployment Insurance, and other safety net programs.
- Ability to work autonomously and in a team environment under critical deadline pressures.
- Strong organizational skills that demonstrate a high level of accuracy and attention to detail.
- Writing and/or editing sample will be required.



## **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 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, child welfare, child support, unemployment insurance, and housing to join our dynamic and highly talented team.



**Our Team:**

For CIA, public service is a calling and way of life. Public servants by experience and at heart, the CIA 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 CIA family?**

If you are an experienced writer and editor who is familiar with safety net programs, Child Support, or Unemployment Insurance, and have a passion for our focus of improving government culture by changing minds and fixing systems, then you might be a perfect fit for the CIA family.

The job requires minimal travel, as necessary. Otherwise, you will provide needed support to CIA Team Members by working remotely.

Competitive benefits package offered.

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