



ILLINOIS MANUFACTURING EXTENSION CENTER Vice President, Services Development and Delivery

The Illinois Manufacturing Extension Center (IMEC), located on the Bradley University campus is seeking candidates for the position of Vice President, Services Development and Delivery.

IMEC is a not-for-profit corporation (501 C3) established in 1996. While IMEC's original focus was on improving manufacturing productivity and competitiveness, in recent years, its activities have expanded to work with organizations outside of manufacturing. IMEC's mission is to provide strategic and tactical assistance to improve and sustain the competitiveness of manufacturing and other related sectors. IMEC's annual operating budget of about \$8.5 million is supported by revenue from client projects (50%), federal contracts/grants (23%), state contracts/grants (13%), and other cash/in-kind contributions (14%). IMEC's 40 staff members are located in 9 offices throughout Illinois, with the largest offices based at Northern Illinois University, Bradley University, and Southern Illinois University at Carbondale. IMEC's headquarters is located at Bradley University in Peoria Illinois. For more information about the university and IMEC visit www.imec.org and www.bradley.edu.

This position provides leadership and management for IMEC's Services Development and Delivery; plans, organizes, and initiates activities aimed at achieving IMEC's objectives in service/product delivery to MEP Small Manufacturing, OEM/Large Manufacturing, and non-manufacturing markets; provides IMEC staff with insight, coaching and guidance for future direction in services/product development and provides leadership for the continuous improvement of IMEC's capabilities and client deliverables.

Essential Responsibilities

Consulting Services Development and Leadership

- Trains and mentors service/product delivery staff to achieve highest levels of job performance and capabilities
- Coaches and supports service/product delivery staff in achievement of performance objectives
- Provides individual service/product delivery staff performance feedback and development paths
- Facilitates ongoing training and product knowledge among service/product delivery staff
- Reviews client proposals, budgets, and project closing reports for impact, quality and consistency, and takes appropriate follow-up actions
- Manages the engagement and delivery of services by service delivery subcontractors. Identifies strategic delivery partners and manages sub-contractor relationships.
- Evaluates performance of project subcontractors
- Manages workload balancing, staff utilization, and project scheduling

- Maintains open communication and actively encourages teamwork among service/product delivery staff, while promoting cooperation with business development staff
- Provides leadership, direction and supervision to Operations Coordinator position
- Lead consultant and resource integrator for significant projects
- Actively participates in closing complex sales. Assists in proposal preparation and in executing sales presentations.

Value stream management

- Manages value stream leaders
- Establishes and obtains goals for service/product delivery including revenues received by value stream, gross margin, customer satisfaction and impact
- Evaluates the quality and effectiveness of services/products and value stream performance, taking corrective actions as appropriate.

Service/product development and improvement

- Identifies and acts upon opportunities to develop new products
- Identifies opportunities to improve products and processes, and facilitates teams to develop and implement improvements

Corporate planning, decision-making, and coordination

- Participates as a part of IMEC's leadership team in formulating IMEC's overall operating plan and establishing policies and developing long-range goals, strategy and objectives to meet the Mission. Continually promotes IMEC in accordance with the Mission.
- Develops and implements strategies and operational plans that will focus service/product efforts toward successful achievement of IMEC's mission and goals.
- Reviews analyses of activities, revenues, costs, operations, and forecast data to determine progress toward stated goals and objectives and regularly communicates progress to the leadership team
- Coordinates with sales and marketing leadership to align IMEC capabilities and delivery capacity with sales and marketing activities
- Coordinates with IMEC's Employee Relations Director on matters related to staff development/training, hiring/termination of staff, and staff performance reviews
- Promotes cooperation and teamwork in his/her relationship within the leadership team and throughout the organization.
- Perform other job-related duties as assigned.

Additional Requirements/Qualifications

Bachelor's degree in discipline related to IMEC's services/products required. MBA or other relevant post-graduate degree preferred. 10 or more years of experience in the leadership of a business or organization comparable to IMEC required. Prior experience in management of consulting services is preferred.

Must be able to communicate effectively with community organizations, public stakeholders, third-party resources, client personnel and employees at all organizational levels and to develop effective working relationships with staff and a network of technical resources.

Reasoning Ability:

Individual must be a team player with the ability to exercise independent, sound judgment and discretion; be able to plan; be well organized; work well under pressure; take initiative, and be flexible and cooperative.

Physical Demands:

Position requires the ability to sit for long periods at a computer terminal. Some walking, standing, and bending are required.

Work Environment:

Normal office environment and standard hours with extended hours and weekend work as required. Requires the ability to travel by aircraft and automobile to remote locations as needed, and the ability to drive/operate an automobile.

Compensation:

IMEC base compensation is competitive and commensurate with qualifications. IMEC also has a performance-based bonus program. All normal fringe benefits are provided.

Application Process:

Submit cover letter addressing the qualifications for the position, a resume, and contact information for three professional references. Application materials can be submitted through the VP, Services Development and Delivery Position Search link on IMEC's website: www.imec.org or via direct mail to:

IMEC Headquarters
Bradley University
428 Jobst Hall
Peoria, IL 61625
Attn: IMEC VPSDD Search

To ensure full consideration, application materials must be received by June 15, 2009. Review of applications will continue until the position is filled.

Bradley University is an Equal Opportunity/Affirmative Action Employer. The administration, faculty and staff are committed to attracting qualified candidates from underrepresented groups.

HUMAN RESOURCE DEPARTMENT

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