

MAJOR FUNCTION

This is a responsible professional assisting with the advancement of strategic development, management, organizational performance, and innovation of operations. Works as a member of a project team on assignments involving strategy, organization, process, and performance activities dedicated to quality and innovation of City operations and services. The team is a resource for the City Manager and Executive Team to aid in enabling strategic capacity essential for high performance. During the first two to three years, the position will work on and lead a variety of assignments that reflect the range of services the City provides and citizens we serve. Work is performed under the general direction of the Director of Strategic Innovations. Independent judgment, discretion, and initiative are expected. Work is reviewed through reports, conferences, observations, analysis of reports, recommendations and by results achieved.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Conducts strategy activities such as Strategic Performance, tracking, monitoring, and improvements to existing strategic planning activities. Plans and manages moderately complex performance improvement projects, including collection, analysis, structuring and summarizing data sets into professional work products and recommendations. Creates design-led approaches to complex problems involving people, processes and systems. Conducts comparative research for best practice identification and innovative service delivery models for integration into City practices. May secure and manage grants. Works closely with department leadership and team members to identify opportunities, set strategic vision, and implement process changes. Facilitates executive level planning discussions to identify bold solutions for mission effectiveness and efficiency. Supports leadership-facing conversations that may challenge established perspectives on processes, systems, talent and opportunities. Collaborates with departments to develop, track, and analyze performance data. Collaborates with departmental contacts to facilitate updates to strategic documents. Prepares correspondence, memos, reports, studies, agenda items, or presentations as required. Performs related work as required.

Other Important Duties

Attend City Commission meetings and various meetings/conferences with City department directors, staff and the public. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge Skills And Abilities**

Working knowledge of modern management practices, procedures, theory, and organizational development and analysis methods. Knowledge of work distribution, process improvement, quality improvement, and project management. Knowledge of statistical concepts and methods. Knowledge of performance measurement. Ability to tailor and adapt communication style to various audiences. Ability to make use of information by analysis, correlation, creativity, and objectivity. Ability to analyze facts and exercise sound professional judgment to arrive at valid conclusions. Ability to synthesize and communicate ideas clearly and concisely, both orally and in writing. Ability to execute within a regulatory/compliance environment. Ability to be responsive and persuasive at all levels of the organization. Ability to prepare and maintain reports relative to productivity analysis and quality improvement. Skill in interpersonal communication, leadership, and team-building to garner and retain support for program and process success. Ability to effectively use technology to improve work products. Ability to maintain effective work relationships. Skill in the use of computers and the associated programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree in public or business administration, or a related field and three years of professional experience in strategy development and implementation or performance improvement, or an equivalent combination of training and experience. A master's degree may substitute for one year or required experience.

Necessary Special Requirements

Must possess a valid Class E State driver's license at the time of appointment

Established: 10-04-18

Revised: 03-11-20