

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 a variety of project-based assignments that reflect the range of services the City provides and citizens we serve. Work is performed under the general direction of the Strategic Innovation Manager. 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**

Performs multiple concurrent strategy development activities such as charter development, performance tracking, and iterative improvements to planning activities. Develops project schedules including tasks, subtasks, timelines, required input, stakeholders, roles, and responsibilities. Conducts root cause analysis of business issues, proposes solution alternatives, and provides detailed recommendations for implementation. Collects data, performs analysis, and applies audience/stakeholder insight to structures evidenced based recommendations and work products. Executes 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 identify, secure, and/or manage grants. Works closely with City 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

May 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 and strategy practices and/or organizational development and performance analysis. Knowledge of process improvement, quality improvement, and project management. Knowledge of information systems, technology implementation, and organization transformation. 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 and team leadership building consensus support for program success. Ability to effectively use technology to improve work products. Ability to maintain effective working relationships.

Minimum Training And Experience

Possession of a bachelor's degree in public or business administration, or a related field and one year of professional experience in strategy development, performance innovation and implementation, 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: 10-17-18