

MAJOR FUNCTION

This is a responsible independent managerial work involving frequent interaction with Executive Management, Appointed Officials, and the Leadership Team for the management of organizational development process issues and evaluation of departmental operations. Makes recommendations for improvements of efficiency and effectiveness of the organization and the workforce, as well as policy evaluation and general research. Work is performed under the general direction of an Assistant City Manager. Considerable independent judgment, discretion, and initiative are exercised. Work is reviewed through reports, conferences, observations, analysis of reports, recommendations and by results achieved.

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

Works independently to provide analysis of organizational processes, policies, performance improvement and systems evaluation. Acts as organizational development and change management liaison and advisor to the organization's leaders. Works closely with the City Manager, Appointed Officials, Assistant City Managers, and department directors to identify processes and develop strategies for meeting business goals and objectives. Coordinates the design and delivery of improved processes or policies. Works closely with strategic members of a department to implement major departmental process changes. Facilitates meetings and process improvement teams for on-going monitoring of operations. Creates effective measures for process improvement. Identifies and interprets best practices and integrates into programs. Provides advice and support to field operators aimed at building organizational cohesion. Provides guidance to City staff in implementation of City policies and procedures. Plans and directs various efficiency initiatives, and other special projects. Helps employees create project timelines and departmental, inter-departmental, or inter-governmental studies, research projects, and deadlines. Prepares correspondence, memos, reports, studies, agenda items, or presentations as may be required. May supervise or direct the work of others. Performs related work as required.

Other Important Duties

Attends 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**

Thorough knowledge of modern management practices, procedures, theory, and organizational development and analysis methods. Thorough knowledge of work distribution, process improvement, quality improvement, and project management. Considerable knowledge of statistical concepts and methods. Considerable knowledge of work measurement, work simplification procedures, and manpower evaluation. Ability to work independently with considerable initiative and foresight. 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 express 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 using group dynamics, organizational development and motivational language 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 microcomputers and the associated programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a master's degree in public or business administration, or a related field and four years of professional experience in business consulting, process improvement, planning, and/or management areas; or an equivalent combination of training and experience.

Necessary Special Requirements

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

Established: 07-31-16 (under Job Code #005, which was changed to Director-Strategic Innovations effective 11-10-18)

Re-established: 09-29-21