

Title: Manager of Corporate Performance
PG: 62
Status: Non Civil Service
Position Reports to: General Manager/Deputy General Manager
Department: General Manager's Office

Class Code: 2291
Date: 09/08

GENERAL DESCRIPTION OF CLASS:

This is a highly professional position responsible for assisting the General Manager (GM) and Deputy General Manager (DGM) in the design, execution and communication of a strategic operating plan and its integration with the City of Lakeland plan. The incumbent will manage departmental initiatives to achieve large scale operational excellence by using a systems approach to gain efficiencies, reduce costs and cycle times and integrate best practices, working with the AGMs and BOMs. The incumbent will serve as a liaison to the City's Strategic Operating Advisory Team and be an advisor to the GM/DGM on City of Lakeland human resource and civil service activities and the organizational structure of the enterprise. Employee will serve as LE's liaison on the Sterling/Baldrige Management System with the COL. Work is subject to review and direction of the GM/DGM through discussions, goal setting and performance reviews, and/or analysis of reports and recommendations.

ESSENTIAL FUNCTIONS:

PROCESS REDESIGN AND VALUE CREATION

Manage departmental initiatives to achieve large scale operational excellence by using a systems approach to gain efficiencies, reduce costs and cycle times, and integrate best practices capitalizing on employee talents and a multitude of process improvement methodologies that yield measurable results. Share successful practices across the department to drive continuous learning and innovation in the areas of financial impact, customer focus and operational planning.

STRATEGIC OPERATING PLAN

Manage the development and promulgation of the Plan, advise GM/DGM on strategic operating plan, coordinate/integrate LE Plan with COL Plan. Develop a systematic approach for deploying communications throughout LE on the strategic operating plan and "progress to goal" updates.

COORDINATION OF LE WITH HR DEPARTMENT

Coordinate LE cultural change management initiatives with COL HR Department for the purpose of assuring no conflicts between the two programs. Keep GM/DGM apprised, make recommendations, advise GM and monitor LE Division compliance with COL personnel policies and procedures. Design a methodology for identifying desired business culture to achieving and sustaining organizational agility, and the barriers to achieving business objectives. .

ORGANIZATIONAL STRUCTURE

Study and make recommendations to GM on further organizational restructuring necessary for strategic alignment and business operations.

ORGANIZATIONAL CULTURAL ASSESSMENTS

Manage the organizational cultural audits across divisions and work groups to assess, design and present effective strategies for re-recruiting and retaining the talent assets of the organization.

Title: Manager of Corporate Performance

Class Code: 2291

PG: 62

Date: 09/08

Status: Non Civil Service

Position Reports to: General Manager/Deputy General Manager

Department: General Manager's Office

CIVIL SERVICE LIAISON

Management advisor/consultant and liaison for LE employee actions with the Civil Service Board. Coordinate all discovery in such actions. Provide reports, analysis and recommendations to the GM.

ORGANIZATIONAL PERFORMANCE EXCELLENCE

Serve as a LE liaison for COL's commitment to achieve organizational performance excellence using the Sterling/Baldrige Management System.

ADDITIONAL RESPONSIBILITIES:

1. Serve on City/LE committees as necessary.
2. Performs related work as required.

KNOWLEDGE, SKILLS & ABILITIES:

1. Thorough knowledge of the principles and practices of management and leadership.
2. Thorough knowledge of the principles of strategic planning and execution.
3. Thorough knowledge of Sterling/Baldrige Criteria for performance excellence.
4. Thorough knowledge of change management models and organizational effectiveness.
5. Ability to plan and manage large scale projects.
6. Ability to use process improvement methodologies.
7. Ability to effectively communicate with all levels of the organization, both verbally and in writing.
8. Ability to analyze, interpret, integrate and present statistical information.
9. Ability to prepare clear and concise reports and presentations.
10. Ability to establish and maintain effective working relationships with co-workers and other City employees.

WORKING ENVIRONMENT/CONDITIONS:

Requires sedentary work that involved walking or standing some of the time, exerting up to 10 pounds of force on a recurring basis, and routine keyboard operations.

The job risks exposure to no significant environmental hazards.

The job requires normal visual acuity, and field of vision, hearing, speaking, color perception, sense of taste, sense of smell, depth perception and texture perception.

QUALIFICATIONS (EDUCATION, TRAINING AND EXPERIENCE):

1. Graduation from an accredited four (4) year college or university in business administration, management, industrial/organizational psychology or related field. Masters degree preferred,
2. Eight (8) years of progressively responsible management experience. Previous experience with strategic planning initiatives preferred.
3. Certification as a Sterling/Baldrige Examiner preferred.
4. Project management experience preferred.
5. Process improvement methodology experience preferred.
6. Completion of City University Level two (2) or completion within twelve (12) months.
7. An equivalent combination of education and experience that is determined to be directly related to the foregoing specific requirement may be substituted at the discretion of the General Manager.

Title: Manager of Corporate Performance

PG: 62

Status: Non Civil Service

Position Reports to: General Manager/Deputy General Manager

Department: General Manager's Office

Class Code: 2291

Date: 09/08

SPECIAL REQUIREMENTS:

1. Must maintain City driving privileges/Florida's driver's license.
2. Must maintain a valid contact phone number.
3. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.