

**Title:** Strategic Planning & Continuous Improvement Manager

**Class Code:** 2299

**PG:** 63

**Date:** 03/09

**Status:** Civil Service

**Position Reports to:** Assistant City Manager

**Department:** Performance Excellence/ Division of the City Manager's Office

### **GENERAL DESCRIPTION OF CLASS:**

This is highly responsible professional and administrative work for the continuous development of a performance-based management system which aligns to the city's strategic plan and drives organizational outcomes. The position works under the Assistant City Manager and across city departments to integrate performance management processes with the City's Vision, Mission and Goals, resulting in alignment of strategy and implementation within the organization. Facilitates cross-departmental feedback on program components and proposed improvements. Develops recommendations to city management and executes system changes centered on continuous organizational improvement. Work requires the exercise of considerable independent judgment and assignments usually consist only of a statement of desired objectives. Work is subject to review and direction from the Assistant City Manager through discussions and analysis of recommendation and reports.

### **ESSENTIAL FUNCTIONS:**

1. Evaluates and reports on the success of Performance Excellence; develops and submits division budget to Assistant City Manager; formulates departmental goals and objectives; plans, organizes and assigns responsibilities to ensure goal attainment and reviews work of subordinates as required; and co-manages the staff of the Performance Excellence division.
2. Coordinates the continual development of the City-Wide Strategic Planning Process.
3. Facilitates the selection and implementation of methodologies to improve organizational processes.
4. Oversees the development, review, and improvement of performance management processes throughout the year.
5. Manages the integration of performance management programs and processes, resulting in alignment of strategy and implementation within city-management priorities.
6. Facilitates advisory-group input on continuous improvement.
7. Coordinates the communication and education on performance management throughout the organization.
8. Manages the execution of specific components of large scale change implementations.
9. Facilitates the development of all related performance management content and materials for communication and training to the broad population.
10. Coordinates research on performance management industry trends and benchmarking for best practices with key organization comparators.
11. Conducts action research to diagnose organizational issues and implement creative, value added solutions.
12. Implements best practices in organizational development/organizational behavior and change.
13. Creates and reports metrics documenting.
14. Prepares oral and written reports to the City Management, Sr. Leadership and other City departments as required.

### **ADDITIONAL RESPONSIBILITIES:**

1. Facilitates advisory teams/committees as necessary.
2. Performs related work as required.

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**KNOWLEDGE, SKILLS & ABILITIES:**

1. Considerable knowledge of organizational behavior.
2. Considerable knowledge of the principles of strategic planning, systems thinking, continuous improvement.
3. Thorough knowledge of Sterling/Baldrige Criteria for performance excellence.
4. Considerable knowledge of change management models, organizational effectiveness, and process improvement.
5. Considerable knowledge of municipal governmental structure and functions.
6. Skill in facilitation, feedback, questioning, and group processes.
7. Skill in practicing the principles of management and leadership.
8. Skill in presenting and group facilitation.
9. Ability to coordinate project activities aligned to continually improve organizational excellence.
10. Ability to develop credibility and rapport with senior executives.
11. Ability to effectively communicate with all levels of the organization, both verbally and in writing.
12. Ability to analyze, interpret, and make recommendations to City Management on performance data and information.
13. Ability to prepare reports and presentations.
14. Ability to establish and maintain positive and effective working relationships.
15. Ability to plan, assign and coordinate the activities of subordinates.

**WORKING ENVIRONMENT/CONDITIONS:**

Requires sedentary work that involves 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. Five (5) years of progressively responsible leadership experience. Experience in leading strategic planning initiatives preferred.
3. Comprehensive knowledge and understanding of Organizational Development including best practices and Sterling/Baldrige programs. Experience as a Sterling/Baldrige Examiner preferred.
4. Completion of City University Level three (3) or completion within twelve (12) months.
5. An equivalent combination of education and experience that is determined to be directly related to the foregoing specific requirements may be substituted.

**SPECIAL REQUIREMENTS:**

1. Must possess a valid state of Florida driver's license.
2. Must maintain a valid home telephone 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.