

**Title:** PE Coordinator – Performance Measurement  
**PG:** 51  
**Status:** Civil Service  
**Position Reports to:** Performance Excellence Managers  
**Department:** City Manager/Performance Excellence Division

**Class Code:** 2295  
**Date:** 09/08

**GENERAL DESCRIPTION OF CLASS:**

This position provides support to the Performance Excellence Managers in accomplishing highly responsible professional, administrative work involving the evaluation of operating procedures utilized in deploying the various programs and services provided by the City of Lakeland to its citizenry and to other internal City departments.

**ESSENTIAL FUNCTIONS:**

1. Consults with managers, supervisors and other employees regarding performance metrics.
2. Coordinates collection of organizational performance measures for monthly, quarterly, and/or annual reporting.
3. Consults with departments and mentors staff to assist them in the development of performance measures.
4. Performs analyses of various economic alternatives relating to established lines of business and proposed new business processes/ventures.
5. Develops spreadsheet models and assists with short and long-range forecasts relating to the operating and financial performance of established lines of business and proposed new business ventures.
6. Develops and analyzes statistical reports as requested.
7. Participates in benchmarking studies, reviews statistics and summarizes project results for current services provided by City support and/or for proposed new business ventures.
8. Monitors project compliance and performance results.
9. As needed, assists with monitoring compliance of the adopted annual budget from a fiscal standpoint.
10. Assist with the development and publication of the Strategic Plan, Business Plan and Performance Budget documents; aligning the City's Strategic Plan to the operations of the City.
11. Assist with monitoring, analyzing and communicating results for the City's Action Steps and Key Success Indicators (KSI's).

**ADDITIONAL RESPONSIBILITIES:**

1. Performs related work as required.

**KNOWLEDGE, SKILLS & ABILITIES:**

1. Knowledge of the defined City Strategic Operating Plan and the effect the Plan has on the day-to-day operations of the City.
2. Thorough knowledge of municipal operations and budgeting practices.
3. Thorough knowledge of methods, practices, benchmarking, organizational analysis and process improvement.
4. Thorough knowledge of benchmarking principles
5. Thorough knowledge of performance measurement and its use in organizational systems to help drive performance.
6. Knowledge of adult learning concepts.
7. Skill in researching, collecting and interpreting data to assist in developing creative solutions.
8. Ability to use deductive and inductive reasoning.
9. Effective presentation and oral communications skills.
10. Ability to communicate how performance measures are derived and aid in development of measures for managers, supervisors, and/or employees.
11. Ability to organize and assist with multiple projects.

**Title:** PE Coordinator – Performance Measurement  
**PG:** 51  
**Status:** Civil Service  
**Position Reports to:** Performance Excellence Managers  
**Department:** City Manager/Performance Excellence Division

**Class Code:** 2295  
**Date:** 09/08

12. Ability to write clearly and concisely on complex technical subjects.
13. Ability to establish and maintain effective working relationships with co-workers and other City employees.
14. Ability to use personal computers and PC-based spreadsheet, database, project management, presentation management and graphing software.

**WORKING ENVIRONMENT/CONDITIONS:**

Requires sedentary work that may involve walking or standing for long periods of time, also involves sedentary work that may require prolonged keyboarding or computer monitor viewing and exerting up to 10 pounds of force on a recurring basis. The job risks exposure to no significant environmental hazards. The job requires normal visual acuity, field of vision, hearing, speaking, color, depth and texture perception and sense of smell.

**QUALIFICATIONS (EDUCATION, TRAINING AND EXPERIENCE):**

1. Graduation from an accredited four (4) year college or university with course work in Business Administration, Organizational Development, Public Administration, Finance or Accounting.
2. Two (2) years experience involving evaluation of business processes in governmental management and budgeting.
3. 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 and maintain a valid telephone number.
2. Must possess and maintain a valid state of Florida driver's license.
3. Must work the schedule necessary to meet the requirements of the position.
4. 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.