

CLASS TITLE: CHIEF OF PERFORMANCE, STRATEGY, AND INNOVATION

PURPOSE OF CLASSIFICATION: Under administrative direction this position is responsible for leading the City's efforts to create innovative solutions to complex problems faced by City Departments, diagnosing the root causes of problems and creating innovative solutions and testing using rigorous evaluation methods to determine whether solutions should be scaled up; and performs other related required duties.

ESSENTIAL TASKS:

- Manages personnel in the creation of systems that continuously improve service delivery for City departments and agencies
- Engages the Mayor's Office, Department Heads, and managers to identify opportunities for improvement
- Establishes structured customer service metrics and tracking systems that provide consistent feedback on service delivery
- Increases the capacity of City employees to improve processes and systems within their areas of expertise
- Assists with the annual budget process by aligning resources with priorities of the Mayor's Office
- Establishes and maintains key performance indicators and systems for the Mayor's Office and department heads to track performance on programs and services
- Moves the City further along the path toward higher level certification in the What Works Cities certification program, as well as in other certification programs as assigned
- Coordinates annual Mayor/Council Retreat to establish annual budget priorities
- Leads the process to survey employees annually and report results to Department Heads and the Mayor's Office
- Assists the Mayor's Office with implementation of special projects
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in business or public administration, or a related field and six (6) years of experience working in a professional environment leading multiple, complex projects with abilities and skills in innovation, performance management, data analysis, strategic planning, and evaluation as demonstrated by experience.

Knowledge, Abilities and Skills:

Ability to lead, facilitate and organize with proven project management, leadership, interpersonal and motivational skills; ability to design, implement and demonstrate competence utilizing data to test new approaches, measure progress, and achieve results; ability to interface effectively with employees at all levels of the organization, including executives, elected officials and the public; ability to lead multiple projects of varying complexity; ability to analyze complex issues and formulate sound concepts; ability to work independently and to recognize, analyze and solve problems by deeply understanding the underlying problem; Knowledge and experience with root cause analysis. Natural curiosity about what the real problems are and a willingness to get into the field to collect data and observe problems up close. Experience with applying design thinking, prototyping, and evaluation methods. Demonstrated excellent verbal and written communication skills; and the ability to understand and influence the behavior of others within the organization, customers or the public in order to achieve job objectives and cause action or understanding.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; frequent lifting and carrying up to 20 pounds; may be subject to walking, sitting, standing for extended periods, reaching, and bending; and vision, speech, and hearing sufficient to perform the essential tasks.

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Licenses and Certifications:

Possession of a valid Oklahoma Class "D" Driver License. Master of Business Administration (MBA) or Master of Public Administration (MPA) preferred.

WORKING ENVIRONMENT: Working environment is primarily indoors, in an office setting and may require travel to other City facilities.

Class Code: 1211

EEO Code: E-01

Pay Code: EX-48

Group: Fiscal

Series: Financial Management

Effective Date: December 1, 2021