



CLASS TITLE | PERFORMANCE AND ACCOUNTABILITY MANAGER

PAY GRADE: EX-56 | www.cityoftulsa.org/pay

Effective Date: 03/05/2025

CLASS CODE: 2131

PURPOSE OF THE CLASSIFICATION: Under administrative direction, is responsible for providing executive level leadership, strategic planning, development and implementation, data collection & analysis, and relationship-building; streamlines the City's external and internal processes, enhancing effectiveness, efficiency, and equity, in alignment with Mayoral priorities. Drives collaboration and engagement across departments to identify key performance metrics and improve processes in City departments and functions; and performs other related duties as assigned.

ESSENTIAL TASKS:

- Fosters and drives measurement, stakeholder engagement, collaboration, and alignment with Mayoral goals across the City
- Develops and executes projects that identify and solve root causes, barriers, and delays, align resources, and streamline processes, policies, and procedures for optimization; reviews and updates procedures to ensure consistency and modernization.
- Builds aligned, cross-department partnerships and manages recurring department-coordinating working groups, committees and taskforces to ensure improvement projects are achieving the intended results
- Partners with the Mayor's office to communicate reform efforts to stakeholders and provides problem-solving and project management services to City leadership, department heads, managers, and staff
- Manages personnel in the creation of systems that continuously improve service delivery to residents by City departments and agencies
- Oversees data policy creation and updates to existing policies, municipal code revisions, and funding strategies
- Lead problem-solving initiatives and provide project management expertise
- Oversees citywide data governance, ensuring quality, security, and accessibility
- Improves data infrastructure, collection, analysis, and utilization in partnership with IT
- Tracks City priorities using key performance indicators, performance evaluations, and budget alignment
- Develops dashboards and reports for leadership and public transparency
- Leads training and communication efforts on process improvement and data analytics
- Promotes innovation, continuous improvement, and data-driven decision-making
- Reports 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: Must meet the following criteria:



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- (a) Graduation from an accredited college or university with a bachelor's degree in public administration, business administration, statistics, business, industrial engineering, management, or management-related field; **and**,
- (b) Nine (9) years' experience relevant to the essential tasks listed in this job description; **including**,
- (c) Five (5) years of experience leading multiple, complex projects and experience relevant to the essential tasks listed in this job description
- (d) Management experience directly supervising subordinate personnel

Knowledge, Abilities and Skills:

Knowledge of:

- Management skills, such as planning, leading, organizing and regulating activities in a technical environment
- Considerable knowledge of business and/or organizational systems with an emphasis on statistics, procedures, training, and motivation

Ability to:

- Communicate and translate complex concepts to all audiences, including executives, elected officials and the public
- Understand and prioritize organizational business challenges and deliver value in these areas
- Build relationships across departments and lead teams across the organization
- Remain goal oriented and focused on reaching specified objectives by establishing structure and managing toward outcomes
- Adapt and deal with different issues of importance to a diverse group of customers
- Influence others to realize the mission value of data
- Manage change within an organization
- Facilitate and organize with proven project management, leadership, interpersonal and motivational skills and lead multiple projects of varying complexity
- Design, implement and demonstrate competence utilizing data to test new approaches, measure progress, and achieve results
- Analyze complex issues and formulate sound concepts
- Understand and influence the behavior of internal and external customers to achieve job objectives and cause action and understanding

Skill in:

- Verbal and written communication skills
- Data analysis, strategic planning, performance management and evaluation



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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 of time, reaching, and bending; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Driver license

WORKING ENVIRONMENT: Working environment is primarily indoors, in an office setting and may require travel to various City locations

EEO Code: E-01

Group: General Administrative

Series: Urban Development