



CLASS TITLE | PERFORMANCE AND ACCOUNTABILITY MANAGER

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

Effective Date: 12/03/2025

CLASS CODE: 2131

PURPOSE OF THE CLASSIFICATION: Under administrative direction, is responsible for providing executive level leadership and technical expertise for measuring results associated with City strategic goals, in alignment with Mayoral priorities. Drives collaboration and engagement across departments, with the support of Mayoral staff, to identify key performance metrics and improve processes in City departments; and performs other related duties as assigned.

ESSENTIAL TASKS:

- Frames and facilitates collaboration on results measurement, stakeholder engagement, and alignment with Mayoral and senior leadership goals
- Leads projects on best practices in results measurement including logic models, tracking program outputs and outcomes, program evaluations, and data analysis projects
- Promotes cross-department partnerships to support Citywide and department goals by measuring results
- Manages personnel in the creation of programs that continuously improve service delivery to residents by City departments and agencies
- Leads in-depth qualitative and quantitative problem-solving initiatives that identify and solve root causes, analyze costs and benefits and evaluate program effectiveness
- Assists City Departments in tracking City priorities and goals using key performance indicators, performance evaluations, and budget alignment
- Partners with the Mayor's Office to communicate results to internal and external stakeholders
- Manages a data analytics staff that develops dashboards and reports for leadership and public transparency on Citywide goals
- Leads training and communication efforts on results measurement, innovation, 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:

- (a) Graduation from an accredited college or university with a bachelor's degree in public administration, business administration, statistics, business, industrial engineering, management, or a 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



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relevant to the essential tasks listed in this job description; **and**,
(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
- 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

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:

- a) Possession of a valid Oklahoma Class "D" Driver license



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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