

CLASS TITLE: OFFICE OF PERFORMANCE STRATEGY AND INNOVATION PROJECT MANAGER

PURPOSE OF THE CLASSIFICATION: Under direction is responsible for developing projects that solve problems for internal and external stakeholders, engaging employees and residents, testing and measuring prototypes, performance management, supporting data-driven decisions, various projects and initiatives and performs other related assigned duties.

ESSENTIAL TASKS:

- Develops and manages the city's Strategic Planning process, including regular action tracking and biennial updates
- Assists department leaders with developing and tracking key performance indicators and setting goals using the city's business intelligence system
- Develops agendas, data visualizations (charts, graphs, infographics), slide decks, and follow-up items for TulStat performance management sessions
- Leads innovation projects using a design thinking approach, including collecting and synthesizing qualitative and quantitative data, developing small-scale prototypes of programs and services and leads low-cost evaluations of programs to measure effectiveness
- Manages the transition from small-scale prototype to full-scale implementation and ensures project sustainability
- Engages the public to deeply understand needs and develop insights on how to develop new approaches to solving difficult civic issues
- Coordinates the City's annual Oklahoma Quality Foundation/Baldrige application and site visit
- Makes straightforward, effective and professional presentations to the Mayor, boards, authorities, employee/citizen or other groups
- Establishes collaborative team-oriented relationships with people at all levels of the organization
- 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 five (5) years experience working in a professional environment leading multiple, complex projects with a proven record of innovation, performance management, data analysis, strategic planning, and evaluation; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128. Master of Business Administration (MBA) or Master of Public Administration (MPA) preferred.

Knowledge, Abilities and Skills: Considerable knowledge of strategic planning methods; experience with applying design thinking, prototyping, and evaluation methods. Ability to recognize what the real problems are and a willingness to get into the field to collect data and observe problems up close; 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; ability to demonstrate 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; occasional lifting and carrying up to 20 pounds; may be subject to walking, standing, sitting, reaching, bending, kneeling and handling; and vision, speech and hearing sufficient to perform the essential tasks.

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Licenses and Certification: Possession of a valid Oklahoma Class "D" Operator's License. MBA, MPA, Project Management Professional (PMP), Certified Internal Auditor (CIA) or Certified Public Manager (CPM) preferred.

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

Class Code: 1090

EEO Code: E-02

Pay Code: EX-44

Group: Fiscal

Series: Financial Management

Effective date: February 4, 2019