

## PERFORMANCE ADVISOR II

### JOB DESCRIPTION

**Classification Responsibilities:** A Performance Advisor II is responsible for performing complex and diverse activities involving organization-level initiatives, systems, and performance. This position works closely with City executives to use performance management practices and data so they can make informed program and process improvements, spend resources wisely, and ultimately deliver better services to Mesa's residents, businesses, and visitors. The work is focused in three specialized assigned areas: performance management, continuous improvement, and data analytics. This class performs related duties as required.

**Performance Management Assignment:** This assignment is responsible for designing management systems; diagnosing organizational deficiencies; facilitating the development and implementation of Citywide and department/division strategic and operational plans in alignment with organizational goals and priorities; assisting managers with developing performance measurement reporting and monitoring systems; and building internal capacity within departments for robust outcomes-based performance management and measurement activities.

**Continuous Improvement Assignment:** This assignment is responsible for planning, coordinating, and administering the continuous improvement initiatives of the City. This includes deploying a standard, systematic approach to process management throughout the organization and assisting departments in deploying the appropriate continuous improvement tools (e.g., Lean Six Sigma), techniques, and practices aimed at improving the citizen's experience; improving efficiency and effectiveness of City processes, procedures and policies; and implementing and encouraging opportunities to innovate and make changes for the better. Other duties in this assignment include data collection, analysis, and reporting activities; planning and coordinating the development and distribution of employee and citizen surveys; assisting departments and divisions in the design, development, and implementation of surveys, and other data collection methods; and assisting managers/supervisors with development and implement of action plans.

**Data Analytics Assignment:** This assignment is responsible for assisting departments and divisions with the development and use of analytical models; and conducting evidence-based practice research that provides actionable insights for managerial decision-making to address social, economic, and City management issues; and to drive improvements to the City's delivery of services. Duties include: conducting qualitative and quantitative analysis and building analytical models with data from existing databases, observations, and business processes to provide actionable insights and decision support to help management solve problems and answer complex questions; applying advanced analytical, statistical, simulation, and/or optimization methods related to project work; providing sound perspective on modeling approach, technique, and tools in resolving the business problem as defined by client departments; acquiring, cleaning, integrating, analyzing and interpreting disparate datasets using a variety of geospatial and statistical data analysis and data visualization methodologies; reporting and authoring findings where appropriate; improving department data analysis capacity by assisting data users with projects, including identifying data sources and helping choose and use appropriate techniques and software tools to answer questions; conducting research using academic and secondary

sources to identify and understand evidence-based solutions on topics common to mid-sized local governments; contributing to preparing reports and presentations on research findings and communicates project results both externally and internally; collaborating with team members on projects related to performance management and continuous improvement; and providing training, coaching, and mentoring for City staff on topics related to data analytics, performance measurement, and continuous improvement.

**Distinguishing Features:** Work requires considerable independent judgment and initiative in combining a broad scope of professional, organizational effectiveness, knowledge, and sophisticated analytical judgments to resolve a variety of complex Citywide issues. Incumbents are required to carryout assignments without detailed instruction or guidance. This class receives general supervision from the Performance Administrator, who reviews work through conferences and the evaluation of overall results achieved. The Performance Advisor II is distinct from Performance Advisor I in areas of responsibility related to the level of advanced training, support, and information provided to department leadership and management for decision-making. This position is expected to have considerable expertise in examining and evaluating organizations for program results and operational efficiency, and assessing and promoting a performance culture that will improve City operations and outcomes for Mesa residents and visitors. Employees may progress to this class by noncompetitive promotion upon meeting the specific criteria-based promotion requirements of performance, training, and experience. This class is FLSA exempt-administrative.

## QUALIFICATIONS

**Employee Values:** All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

### ***Performance Management Assignment:***

**Minimum Qualifications Required.** Graduation from an accredited college or university with a Bachelor's Degree in Business, Public Administration, Accounting, Organizational Development, Human Resources, Management, or related field. Extensive (5+ years) professional work experience in organizational effectiveness initiatives, including any combination of management system design, performance management and measurement, strategic planning, outcome evaluation, and/or training/coaching.

**Special Requirement.** None.

**Substance Abuse Testing.** None.

**Preferred/Desirable Qualifications.** Graduation from an accredited college or university with a Master's Degree in Public Administration, Business Administration, Organizational Development, Management Sciences, or Strategic Management, is preferred. Program evaluation experience is highly desirable. Balanced Scorecard, Certified Public Manager, Certified Government Performance Manager, or Public Performance Measurement (Rutgers) certifications are desirable.

***Continuous Improvement Assignment:***

**Minimum Qualifications Required.** Graduation from an accredited college or university with a Bachelor's Degree in Business, Public Administration, Finance/Accounting, Management Sciences, Engineering, or related field. Extensive (5+ years) professional work experience in organizational effectiveness initiatives, including any combination of performance management and measurement, process improvement, survey design, data gathering, and/or training/coaching.

**Special Requirement.** None.

**Substance Abuse Testing.** None.

**Preferred/Desirable Qualifications.** Graduation from an accredited college or university with a Master's Degree in Public Administration, Business Administration, Organizational Development, Management Sciences, or Accounting/Finance, is preferred. ISO 9000 Auditor, Malcolm Baldrige Examiner, Certified Public Accountant (CPA), or program evaluation experience is highly desirable. Certified Public Manager, Certified Government Performance Manager, Lean Six Sigma, Balanced Scorecard, or Certified Quality Manager (CQM) certifications are desirable.

***Data Analytics Assignment:***

**Minimum Qualifications Required.** Graduation from an accredited college or university with a Bachelor's Degree in Business, Public Administration, Finance, Computer Science, Statistics, Operations Research, Management Science, or related field. Extensive (5+ years) professional work experience in a quantitative field with demonstrated expertise in statistical, analytical, and data-visualization software (e.g., ArcGIS, SQL tools, Microsoft Excel and Access, and Tableau, etc.).

**Special Requirement.** None.

**Substance Abuse Testing.** None.

**Preferred/Desirable Qualifications.** Graduation from an accredited college or university with a Master's Degree in Business, Public Administration, Finance, Computer Science, Statistics, Operations Research, Management Science, or related field with 2+ years' relevant academic and/or professional experience in applied data science. PhD-level work in business or social sciences with one-year of full-time experience in a research capacity is highly desirable.

**ESSENTIAL FUNCTIONS**

**Communication:** Communicates orally and in writing to management, other City employees, external customers, and outside consultants to promote, establish, and align effective management systems and practices. Consults and advises management on a broad range of management practices and issues. Works with executive staff to provide and receive recommendations for current and future performance excellence projects. May develop and conduct workshops in the areas of performance management, continuous improvement, and/or data analytics.

**Manual/Physical:** Attends meetings with peer organizations for the purpose of benchmarking or sharing information on best practices. Prepares and presents information for management review. May monitor work practices and results to determine compliance with City policies, contract specifications, and state law. Compares and monitors financial and cost reports, and operational data reports to accomplish study purpose. Operates a variety of standard office equipment to assist in the preparation of materials and reports. Meets scheduling and attendance requirements.

**Mental:** Thinks analytically. Designs, plans, organizes, initiates, recommends, coordinates, and facilitates assigned projects. Identifies long-term management system deficiencies and needs. Conducts primary research and analyzes data (financial, written, and observed) to obtain evidence, confirm hypotheses, develop trends, detect abnormalities, ascertain practices, and make recommendations to management. May perform mathematical calculations, statistical computations, and financial and/or cost analysis.

**Knowledge/Skills/Abilities: (By assignment)**

***Performance Management Assignment:***

Knowledge of:

understanding or organizational structure, purpose, and functional responsibilities of City departments; management systems theory, analysis, and design; performance auditing; group dynamics/human behavior and the effects of both on members of a group; facilitation techniques; change management/organizational effectiveness methodology, concepts, and practices; and assessment and evaluation methodologies.

Ability to plan and conduct Citywide training sessions, performance management, and continuous improvement concepts and techniques.

***Continuous Improvement Assignment:***

Knowledge of:

continuous improvement philosophy and Citywide applications; strong and varied ability to deploy appropriate process improvement tools and techniques; Malcolm Baldrige criteria for performance excellence; survey design and sampling protocols and techniques; group dynamics/human behavior and the effects of both on members of a group; and benchmarking and best practice research.

Skill in strong interpersonal skills with the capacity to collaborate with many groups.

Ability to plan and conduct Citywide training sessions, performance management, and continuous improvement concepts and techniques.

***Data Analytics Assignment:***

Knowledge of:

basic statistical techniques;  
principles and procedures of research, data collection, and report preparation;  
principles of performance measurement and performance evaluation;  
various analytical models (forecast, process improvement, optimization, labor planning, system utilization, what-if and scenario analysis, cause-effect, etc.); and  
federal, state, and local data sources.

Skill in:

programming in SQL, R, or related programming language, and statistical packages, such as SPSS, SAS, or STATA;  
extract data from database systems such as Oracle, Access, etc.;  
integrate datasets from multiple systems;  
problem-solving;  
strategic curiosity to explore data in creative ways; and  
business acumen to understand City government operations and lines of business.

Ability to:

establish cooperative working relationships with all levels of employees and other government and private organizations;  
prepare clear, concise, and accurate written documents and reports;  
communicate clearly, concisely, and convincingly in front of small and large groups;  
balance the demands of time;  
change direction quickly based on data analysis;  
exercise initiative and independent judgment to analyze data and draw conclusions that are meaningful;  
make decisions, and recommendations that are useful and actionable for management; and  
work effectively in a team environment.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised to Include Assignments 1/16

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PAY GRADE: 54

EEO-Prof

IND-9410

JOB FCTN-ADM

SWORN-No

INCREMENTS 42-200