

## PERFORMANCE ADVISOR I

### JOB DESCRIPTION

**Classification Responsibilities:** A Performance Advisor I is responsible for performing complex and diverse activities related to improving organizational performance management initiatives, systems, and practices across the City. Work is focused in five major areas: 1) strategic and operational planning activities include: facilitating development and implementation of department/unit strategic and operational plans; and assistance with identifying measures for tracking performance and progress toward achieving goals; 2) performance management duties include: promoting use of organizational performance management practices and methodologies; aligning organizational practices and systems with nationally recognized performance criteria; building internal capacity within departments for performance measurement; and implementing continuous improvement efforts; 3) data collection, analysis, and reporting activities include: assisting departments and units with design and implementation of various data collection methods, including customer, citizen, and employee surveys; analyzing data; and preparing reports for management and employees; 4) management consulting services include: working with departments to determine options for performance improvement; 5) management system analysis activities include: identifying weaknesses, gaps, and/or areas for improvement in existing management systems; and presenting needs analyses and recommendations to the City management. This class performs related duties as required.

**Distinguishing Features:** Work requires considerable independent judgment and initiative in combining a broad scope of professional, organizational effectiveness, knowledge, and sophisticated analytical judgments to identify and resolve a variety of complex Citywide issues. The Performance Advisor I is expected to have good knowledge and experience in examining and evaluating organizations for program results, operational efficiency, and process improvement opportunities that will improve City operations and outcomes for Mesa residents and visitors. Incumbents are required to carry out 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. Employees in this class may progress by noncompetitive promotion to Performance Advisor II 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.

**Minimum Qualifications Required.** Graduation from an accredited college or university with a Bachelor's Degree in Public Administration, Business Administration, Management Sciences, Organizational Development, or related field. Good (1 - 3 years), progressively responsible professional work experience in organizational effectiveness initiatives that includes any combination of performance management and measurement, process improvement, strategic planning, and data collection and analysis.

**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. Certified Public Manager, Certified Quality Manager (CQM), Lean Six Sigma, Balanced Scorecard, or Public Performance Measurement (PPM) certifications are 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 City staff on a broad range of performance management practices and issues. Works with City executive staff to provide and receive recommendations for current and future performance excellence projects. Facilitates meetings with individuals and departments in the areas of organizational efficiency and effectiveness, performance management, and process improvement. Prepares status reports, flowcharts, presentations, performance reports, proposals, schedules, procedures, and other written materials.

**Manual/Physical:** Attends meetings with peer organizations for benchmarking or sharing information on best practices. Operates a variety of standard office equipment to assist in the preparation of materials and reports. Meets scheduling and attendance requirements.

**Mental:** Designs, plans, organizes, initiates, recommends, coordinates, and facilitates assigned projects. Takes broad, complex topics and synthesizes the information into concise and articulate proposals, reports, and recommendations. May perform mathematical calculations, statistical computations, and financial and/or cost analysis. Collects and analyzes data to make recommendations to appropriate personnel. Prioritizes departmental requests for assistance based on strategic Citywide priorities. Analyzes workgroup dynamics and increases effectiveness and productivity through coaching and mentoring.

### **Knowledge/Skills/Abilities:**

Knowledge of:

the organizational structure, purpose, and functional responsibilities of City departments;  
organizational effectiveness methodology, concepts, and practices;  
performance management and measurement practices;  
process improvement tools and techniques;  
change management;  
performance auditing;  
continuous improvement philosophy and Citywide application;  
survey design and sampling protocols and techniques;  
benchmarking and best practice research;  
customer satisfaction research methods;  
cultural diversity and Citywide impact; and  
PC software applications.

Skills in:

synthesizing complex information into clear and concise proposals and reports;  
group facilitation;  
process mapping;  
data analysis, summary, interpretation, and presentation;  
oral and written presentation development and delivery;  
project management; and  
problem solving.

Ability to:

establish cooperative working relationships with all levels of employees and other government and private organizations;  
recognize and diagnose individual, group, or Citywide activities that inhibit productivity and high performance;  
prepare clear, concise, and accurate written documents and reports;  
communicate clearly, concisely, and convincingly in front of small and large groups;  
conduct special studies and investigations as required;  
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 with groups of employees and departments throughout the organization to consult on various contemporary management systems, tools, and philosophies.

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 6/16

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EEO-Prof

JOB FCTN-ADM

INCREMENTS 42-200

PAY GRADE: 51

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