

PERFORMANCE ADVISOR I

JOB DESCRIPTION

Classification Responsibilities: A Performance Advisor I serves as an internal consultant responsible for performing complex and diverse activities focused on performance improvement. This class works closely with City executives and City staff to use performance management practices and data analytics to make data-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.

Continuous Improvement Assignment: This assignment is responsible for planning, coordinating, and administering continuous improvement initiatives of the City. This includes implementing a standard, systematic approach to process management throughout the organization and partnering with departments to utilize the appropriate continuous improvement tools (example: Lean Six Sigma), techniques, and practices aimed at improving the citizen's experience, and improving efficiency and effectiveness of City core business processes. Duties include developing, planning, coordinating, distributing, and analyzing employee and customer surveys, conducting performance management assessments evaluations; and assisting managers/supervisors with development and implementation of action plans.

Data Analytics Assignment: This assignment is responsible for partnering with departments and divisions to help them collect, understand, and use their data 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 managers and City executive staff; applying advanced analytical, statistical, simulation, and/or optimization methods related to project work; acquiring, cleaning, integrating, analyzing, interpreting, and resolving disparate datasets using geospatial and statistical analysis; 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.

Performance Management Assignment: This assignment is responsible for facilitating the development and implementation of Citywide and department/division strategic and operational plans in alignment with Citywide and organizational goals and priorities; assisting managers with developing a set of meaningful performance measures and setting sensible targets, and using the City's reporting and monitoring system for regular organizational performance reviews; and building internal capacity within departments for robust outcomes-based performance management and measurement activities.

Distinguishing Features: Performance Advisor I work requires considerable independent judgment and initiative in combining a broad combination of experience, knowledge, and analytical skills to help departments resolve a variety of complex Citywide issues with performance management, continuous improvement, and/or data analytics. 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. The Performance

Advisor I is distinguished from Performance Advisor II in that the latter provides more advanced training, support, and information provided to department leadership and management for decision-making. The Performance Advisor I position is expected to have good experience 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 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, and meeting the minimum qualifications of the Performance Advisor II classification. 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, Organizational Development, Management Sciences, or related field, such as Accounting/Finance, Mathematics/Statistics, Operations Research, or Data Science (*by assignment*). Good (1-3 years) professional work experience in quantitative field with demonstrated experience using statistical, analytical, and data-visualization software applications (example: ArcGIS, SQL tools, Microsoft Excel and Access, and Tableau, etc.) for Data Analytics assignment. Good (1-3 years) professional work experience in organizational effectiveness including any combination of strategic planning, program evaluation, management consulting, change management, and/or training and mentoring for Performance Management assignment; or process improvement, survey design, or data gathering for Continuous Improvement assignment.

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, Accounting/Finance, Mathematics/Statistics, Operations Research, or Data Science is preferred (*by assignment*). Program evaluation experience is highly desirable. Balanced Scorecard, Certified Public Manager, Public Performance Measurement (Rutgers), and Performance Analytics (Johns Hopkins) certifications are desirable (*performance management assignment*). Balanced Scorecard, Certified Public Manager, Certified Government Performance Manager, Lean Six Sigma, or Certified Quality Manager (CQM) certifications are desirable (*continuous improvement assignment*). ISO 9000 Auditor, Malcolm Baldrige Examiner certifications, or program evaluation experience is highly desirable (*continuous improvement assignment*). Completion of at least 30 credit hours of graduate coursework from an accredited college or university with a grade point average of 3.0 (out of a possible 4.0) or better; or good (1-3 years) professional experience using applied data analytics (*data analytics assignment*).

ESSENTIAL FUNCTIONS

Communication: Explains the use of performance management practices and data analytics. Communicates orally and in writing to management, City executives, other City employees, external customers, to identify performance management objectives/challenges, explain performance practices and data analytics, and translate actionable insights from data analysis. Consults and advises City staff on a broad range of performance management practices and issues. Facilitates the development and implantation of citywide/departmental goals, priorities, and plans aligned with the City's goals and priorities. Training/coaching staff on developing meaningful and reasonable performance measures and action plans. Provides training and coaching to City staff on topics related to data analytics, performance measurement, and continuous improvement.

Manual/Physical: Facilitates meetings with Citywide/departmental staff to determine performance related objectives and challenges and direction. Prepares and presents information for management and staff review and use. Conducts work observation on-site and in the field to inform future data analysis and to accomplish project purpose. May monitor work practices and results to determine compliance with City policies, contract specifications, and state law. 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: Applies appropriate performance management practices and data analytics to assist departments with collecting data and making data driven decisions. Designs, plans, organizes, initiates, recommends, coordinates, and facilitates assigned projects including employee customer surveys. Conducts research and analyzes data (financial, written, and observed) to obtain evidence, develop, and confirm hypotheses, develop trends, detect abnormalities, ascertain practices, and make recommendations to management. May perform mathematical calculations, statistical computations, and financial and/or cost analyses. Facilitates the implementation of Citywide and department/division strategic plans. Conducts analyses and builds analytical modes. Analyzes, interprets, and resolves disparate datasets.

Knowledge/Skills/Abilities: (by assignment)

Continuous Improvement Assignment:

Knowledge of:

continuous improvement philosophy and Citywide practices; and
data collection for baseline metrics

Ability to:

promote use of continuous improvement tools throughout the City to improve business processes;
plan and conduct Citywide training sessions- performance management, and apply continuous
improvement concepts and techniques; and
apply customer satisfaction survey methods (or methods of measuring customer satisfaction).

Data Analytics Assignment:

Knowledge of:

statistical techniques, analytics processes, and various analytical models (forecast, process improvement, optimization, labor planning, system utilization, what-if and scenario analysis, cause-effect, etc.) used for data driven decision-making; and federal, state, and local data sources.

Skill in:

programming in SQL, R, and statistical packages, such as SPSS, SAS, or STATA; extract data from database systems such as Oracle, Access, etc., and integrate datasets from multiple systems; and process mapping.

Ability to:

Conduct qualitative and quantitative analyses, build analytic models and apply appropriate methods to analyze data; and change direction quickly based on data analysis.

Performance Management Assignment:

Knowledge of performance data analytics, concepts, and methods.

Ability to:

facilitate development of strategic/operational plans aligned with City goals/priorities; work with management and staff to develop performance measures supported by data; and recognize and identify individual, group, or Citywide activities to foster productivity and high performance

Knowledge/Skills/Abilities: (common to all assignments)

Knowledge of:

the organizational structure, purpose, and functional responsibilities of City departments; organizational effectiveness methodology, concepts, and practices and assessment and evaluation methodologies; public performance management principles and practices; strategic and operational planning and goal setting; performance management and measurement practices, change management and process improvement tools and techniques; group dynamics, human behavior, and the effects of both on members of a group; facilitation techniques; performance auditing and observing performance; statistical analysis, process improvement tools, and techniques;

continuous improvement philosophy and Citywide application;
survey design and sampling protocols and techniques; and
benchmarking and best practice research;

Skill in:

synthesizing complex information into clear and concise proposals and reports;
data analysis, summary, interpretation, and presentation;
oral and written presentation development and delivery;
group facilitation;
developing interpersonal skills with the capacity to collaborate with many groups; and
business acumen to understand City government operations and lines of business.

Ability to:

plan and conduct Citywide training sessions-performance management, and continuous improvement concepts and techniques;
prepare clear, concise, and accurate written documents and reports;
communicate clearly, concisely, and convincingly in front of small and large groups;
conduct special projects and research as required;
exercise initiative and independent judgment to analyze data and draw conclusions that are meaningful, and make recommendations and decisions that are useful and actionable for management; and
establish cooperative working relationships with all levels of employees and other government and private organizations; 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.

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EEO-Prof

JOB FCTN-ADM

INCREMENTS 43-200

PAY GRADE: 52

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