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 functional areas: performance management, continuous improvement, and data analytics. This class performs related duties as required.

Performance Management: Responsibilities include using a systematic approach in 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 City and department leadership with developing performance measurement reporting and monitoring systems tied to business objectives; supporting the ongoing maintenance of the performance management reporting systems; and building internal capacity within departments for robust outcomes-based performance management and measurement activities.

Continuous Improvement: Responsibilities include planning, coordinating, and administering the continuous improvement initiatives of the City. This includes deploying a standard, systematic approach to process management throughout the organization, including conducting performance observations, data collection and reporting, root cause analysis, identifying intervention opportunities, implementation, and results effectiveness evaluation. Assisting departments in deploying the appropriate continuous improvement tools (example: Lean Six Sigma), techniques, and practices aimed at improving the City's employees' and citizens' experience; improving efficiency and effectiveness of City processes, procedures, and policies; and implementing and encouraging opportunities to innovate and make changes for the better. Support departments and divisions in the design, development, and distribution of employee and citizen surveys; assisting departments and divisions in the design, development, and implementation of other data collection methods; and assisting managers/supervisors with development and implement of performance improvement action plans.

Data Analytics: Responsibilities include 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. Other activities may include: collaborating with departments to identify data sources ensuring documentation in the City's data inventory and supporting other data governance activities; conducting qualitative and quantitative analysis and/or optimization methods with departments to build analytical models with data from existing databases, observations, and business processes to identify value-added business measures and improvement initiatives, and providing actionable insights and decision support to help management solve problems and answer complex questions; reporting and educating analytical best practices across departments; 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 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 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.

Minimum Qualifications Required. Graduation from an accredited college or university with a Bachelor's Degree in Business Administration, Public Administration, Finance/Accounting, Organizational Development, Management Sciences, Engineering, Human Resources, Management, Computer Science, Statistics, Operations Research, Strategic 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, process improvement, data collection and analysis, strategic planning, outcome evaluation, and/or training/coaching. Graduation from an accredited college or university with a Master's Degree in Business Administration, Public Administration, Finance/Accounting, Organizational Development, Management Sciences, Engineering, Human Resources, Management, Computer Science, Statistics, Operations Research, Strategic Management, or related field can substitute for two years of work experience.

Special Requirement. Due to the required access to all secured buildings, for this position, an individual receiving a conditional offer of employment from the City of Mesa must pass a background investigation through the City of Mesa Police Department, the Arizona Department of Public Safety, and Federal Bureau of Investigation prior to commencing employment or assignment with the City of Mesa to allow full, unescorted access to Police facilities *(by assignment)*.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Graduation from an accredited college or university with a Master's Degree in Business Administration, Public Administration, Computer Science, Statistics, Operations Research, Organizational Development, Management Sciences, or Strategic Management is preferred. ISO 9000 Auditor, Malcolm Baldrige Examiner, or program evaluation experience is highly desirable. Balanced Scorecard, Certified Public Manager, Certified Government Performance Manager, Lean Six Sigma, Certified Quality Manager (CQM), or Public Performance Measurement (Rutgers) 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 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:

Continuous Improvement:

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:

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 (process improvement, optimization, system utilization, what-if and scenario analysis, cause-effect, etc.); and
federal, state, and local data sources.

Skill in:

performing qualitative and quantitative analysis;
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, 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.

Performance Management:

Knowledge of:

understanding of 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.

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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CS5345.DOCX   PAY GRADE: 58
EEO-Prof   IND-9410
JOB FCTN-ADM   SWORN-No
Non-DOT Safety and Security-N Non-DOT Random-N
CDL-N   DOT-N
RESP-N   INCREMENTS 58-200