

PERFORMANCE ADMINISTRATOR

JOB DESCRIPTION

Classification Responsibilities: The Performance Administrator plans and directs the activities of the City's performance program. As part of the City's Center for Data and Performance, the incumbent is responsible for overseeing Citywide planning and implementation of organizational performance strategies and overseeing the day-to-day operations of Performance Advisors. The major activities include:

- 1) *Management system design, development, and implementation:* researching and promoting management system methodologies/innovations; identifying weaknesses, gaps, and/or areas for improvement in existing management systems; and presenting needs analysis and recommendations to City Management.
- 2) *Strategic and operational plan development, monitoring, and implementation:* coordinating development of the organizational and department level strategic plans; developing reporting and monitoring systems; assisting with and coordinating the implementation of Citywide and department strategic and operational plans; and providing project design.
- 3) *Performance management:* researching and promoting performance management practices and methodologies; designing, developing, and implementing continuous improvement systems, processes, and practices; aligning organizational practices and systems with nationally recognized performance criteria such as Malcolm Baldrige and ISO; and building internal capacity within departments for performance management.
- 4) *Process management:* planning, coordinating, and administering the use of a standard, systematic process management approach throughout the organization.
- 5) *Customer and employee research:* planning and coordinating the development and implementation of employee and citizen surveys; assisting departments in the design, development, and implementation of surveys and other data collection methods; analyzing data through statistical methods to quantify customer requirements; assessing performance; and presenting results to management and employees.
- 6) *Management consulting services:* offering a full range of organizational performance consulting that assists departments with achieving and sustaining "best practices" and the most effective allocation of resources.

The Performance Administrator is responsible for performing organizational analysis and special studies; diagnosing organizational weaknesses and identifying solutions; marketing performance services to customers; and assigning resources to accomplish multiple projects. The incumbent is expected to exercise considerable initiative and judgment in carrying out assigned duties. This class performs related duties as required.

Distinguishing Features: This classification has been designated as a non-classified, non-merit system, at-will position. Work requires considerable independent judgment and initiative in combining a broad scope of professional-level, organizational-effectiveness knowledge, and sophisticated analytical judgment in order to resolve a variety of complex Citywide issues. Incumbents are required to carry out assignments without detailed instruction or guidance. The Performance Administrator reports to the Chief Data Officer and receives guidance from the Office of Management and Budget Department Director. 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. Any combination of training, education, and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Business Management, Accounting, Public Administration, Organizational Development, or related field. Extensive (5+ years) of progressively responsible experience in organizational effectiveness initiatives including any combination of: management system design, performance management, process improvement, strategic planning, project management, and/or coaching/mentoring.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Graduation from an accredited college or university with a Master's Degree in Business Management, Accounting, Public Administration, Organizational Development, or related field is desirable. Experience in ISO 9000, Malcolm Baldrige, Six Sigma Black Belt, or internal auditing is preferred.

ESSENTIAL FUNCTIONS

Communication: Makes effective oral presentations to all levels of employees, elected officials, City management, and the general public. Deals effectively with a variety of public and private agencies in coordinating services. Communicates with City management, other departments, subordinates, elected officials, and the general public to establish and maintain effective working relationships. Recommends changes in policies, programs, and procedures. Prepares written reports for City management regarding proposals and recommendations. Consults and advises management on a broad range of management practices and issues.

Manual/Physical: Operates a variety of standard office equipment such as a personal computer, projector, telephone, calculator, scanner, and printer. Meets scheduling and attendance requirements.

Mental: Diagnoses organizational deficiencies and designs activities that will lead to improved performance, effectiveness, and/or capabilities. Designs management systems. Takes broad, complex topics and synthesizes the information into concise and articulate proposals, reports, and recommendations. Researches and analyzes data to make recommendations to appropriate personnel. Advises departments regarding options for management systems and practices for improvement. Prioritizes department requests for assistance based on strategic organizational priorities. Plans, organizes, and directs the work of staff members and assigned project teams. Evaluates subordinate employees' performance and sets work-related goals. Provides training and career development to subordinates.

Knowledge and Abilities:

Knowledge of:

management systems theory, analysis, and design;
strategic planning and competitive analysis methodology;
organizational effectiveness methodology, concepts, and practices;
principles of change and problem management;
process improvement methods;
total quality management philosophy and organizational application;
general functions of City departments, including departmental needs and requirements;
principles, practices, and procedures of employee supervision, including hiring, evaluation, and training;
and personal computer (PC) software applications.

Ability to:

supervise, train, and evaluate professional, technical, and supervisory positions;
analyze and design management systems;
manage multiple projects and effectively allocate resources to meet project deadlines;
prepare clear, concise, and accurate written documents, reports, and presentations;
analyze complex data and information and draw conclusions that are meaningful, useful, and actionable for management; and
analyze systems, processes, procedures, and methodologies and develop comprehensive recommendations to enhance operations and services.

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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JOB FCTN-ADM
INCREMENTS 43-200

PAY GRADE: 58
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