

## STRATEGIC PLANNING AND ANALYSIS PROGRAM MANAGER

### JOB DESCRIPTION

**Classification Responsibilities:** The Strategic Planning and Analysis Program Manager is responsible for managing and coordinating the City's efforts in strategic planning analysis; performing complex data mining, designing and managing strategic modeling products, designing innovative, feasible analyses to facilitate intra and inter-departmental strategic planning, consulting management to provide cohesive development and implementation of analytic solutions; and managing all aspects of complex projects, including framing, workflow, timelines, change facilitation, and internal/external presentation. The major activities include:

**Analytical Modeling:** Building analytical models with data from existing operational and financial databases, field observations, interviews, and business processes to provide actionable insights and decision support to help management solve problems and answer complex questions framing data analysis in a comprehensive manner to provide solutions to strategic questions; building integrated operational and financial models that are able to provide consistent, instant, accurate answers to multiple management questions, and are able to track processes and process improvement over long periods of time, predicting for multiple variables; and providing sound perspective on modeling approach, technique, and tools used in resolving the business problem.

**Data Mining and Analysis:** Using SPSS, SQL, Microsoft Excel, and other analytical tools to gather, clean, and package extensive data files; applying advanced analytical, statistical, longitudinal, simulation, value-at-risk, and/or optimization methods related to project work; acquiring, cleaning, integrating, analyzing, and interpreting disparate datasets using a variety of geospatial and statistical data analysis; identifying data sources; and choosing and using appropriate techniques and software tools to answer questions.

**Management Consulting:** Establishing transparent, inclusive relationships with management to facilitate clear lines of thinking to arrive at innovative solutions to complex problems; and facilitating a strategic analysis process that aligns managers with differing opinions with the goal of establishing common definitions, identifying implicit/explicit biases, empirically validating all parties' inputs, and realizing the full set of options available.

**Process Design and Improvement:** Deploying a standard, systematic approach to process design, management, and improvement by utilizing appropriate improvement tools (example: Six Sigma) and techniques; assisting managers/supervisors with development and implementation of action plans; improving efficiency and effectiveness of City processes, procedures, and policies; implementing and encouraging opportunities to innovate and use data to solve complex problems; and developing tools to evaluate the long-term benefits of improvement projects.

**Product Development:** Situating data models and analytical tools on usable platforms to improve department understanding and analysis of data by creating usable products for client departments; facilitating user groups to identify new and/or desirable usability product features and recording documentation of requests; managing and/or coordinating with developers to manage product upgrades; and providing product training for client departments to aid in the eventual adoption and integration of the product by client departments.

**Project Management:** Coordinating and managing all resources, personnel, activities, value-at-risk and priorities within multiple simultaneous projects; identifying and negotiating schedules, milestones, and resources requires to meet project objectives; communicating with multiple stakeholders including internal and external staff, contractors, vendors, suppliers, management and public officials to successfully complete projects; reviewing and coordinating acquisition and organization of data; and providing transparent and inclusive information to all involved stakeholders.

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 judgement and initiative in combining a broad scope of professional, organizational effectiveness, knowledge, and sophisticated analytical judgements to resolve a variety of complex Citywide issues. Incumbents are required to carry out assignments without detailed instruction or guidance. This position is expected to have considerable expertise in examining and evaluating organizations for program results and operational efficiency, and in assessing and promoting a data-driven decision-making model that will improve City operations and outcomes for Mesa residents and visitors. This position reports to the Office of Management and Budget Director. Responsibilities may include supervising and coordinating day-to-day activities of technical staff. 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, Public Administration, Organizational Development, Management Sciences, Engineering, or a related field. Extensive (5+ years) progressively responsible professional work experience in a quantitative field with demonstrated expertise in statistical, analytical software (examples: ArcGIS, SQL tools, Microsoft Excel and Access, common statistics programs, etc.), organizational effectiveness initiatives, project management, program management, strategic planning, outcome evaluation, and consulting.

**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, Finance, Computer Science, Statistics, Operations Research, Management Sciences, or Strategic Management. Extensive (10+ years) professional work experience in a quantitative field with demonstrated expertise in statistical, analytical software (examples: ArcGIS, SQL tools, Microsoft Excel and Access, common statistics programs, etc.), organizational effectiveness initiatives, project management, program management, strategic planning, outcome evaluation, and consulting. Management consulting or change management experience. Certified Public Manager, Certified Government Performance Manager, Lean Six Sigma, Balanced Scorecard, or Certified Quality Manager (CQM). Supervisory experience.

## **ESSENTIAL FUNCTIONS**

**Communication:** Communicates orally and in writing to management, other City employees, external vendors, customers, and consultants to promote, establish, and align effective management systems and practices. Consults, organizes, and advises management on a broad range of data products, effective management practices, and issues. Works closely with executive staff to facilitate holistic integration of innovative, data-based strategic solutions.

**Manual/Physical:** Operates a variety of standard office equipment such as a personal computer (PC), projector, telephone, calculator, scanner, and printer. Uses a computer to write reports, letters and enter information. Prepares models, visualizations, products, and presentations to implement strategic solutions. Prepares and presents information for management review. Meets scheduling and attendance requirements.

**Mental:** Thinks analytically. Designs, plans, organizes, initiates, manages, recommends, coordinates, consults, and facilitates assigned projects. Identifies long-term management, process, and 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, identify implicit and explicit biases, identify management structure, and make recommendations to management. Builds analytical, operational, and financial models. May perform mathematical calculations, statistical computations, and financial and/or cost analysis.

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

Knowledge of:

continuous improvement philosophy and Citywide applications;  
strong and varied ability to deploy appropriate process improvement tools and techniques;  
change management to create a coalition, develop a strategy, communicate the vision, and anchor new approaches in the culture;  
advanced statistical techniques;  
principles and procedures of research, data collection, and report preparation; and  
various analytical models (forecast, process improvement, optimization, labor planning, system utilization, what-if and scenario analysis, cause-effect, etc.).

Skill in:

programming in SQL, R, or related programming language, and statistical packages, such as SPSS, SAS, or STATA;  
extracting data from database systems such as Oracle, Access, etc.;  
integrating datasets from multiple systems;  
placing data models on usable platforms with outward facing usability;  
problem-solving;  
strategic curiosity to explore data in creative ways;  
business acumen to understand City government operations and lines of business;  
managing groups of varied stakeholders at all levels of government to establish shared definitions and understand shared goals; and  
managing all aspects of large, complex projects, often managing multiple projects at the same time.

Ability to:

establish cooperative working relationships with all levels of employees and management and other government and private organizations;  
prepare clear, concise, and accurate written documents and reports;  
prepare models, visualizations, and presentations;  
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 judgement to analyze data and draw conclusions that are meaningful;  
identify risks within the organization's current value model;  
make decisions and recommendations that are useful and actionable for management;  
manage small and large teams of external and internal stakeholders to reach mutual decisions;  
design analyses to align executive and political parties with differing opinions;  
design project timelines to facilitate timely and appropriate entrance and exit of involved parties;  
facilitate solutions to holistically implement strategic answers to large-scale issues; and  
carry out all duties and communications in a manner to be analytically rigorous, politically independent, analytically transparent, and inclusive of diverse viewpoints.

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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INCREMENTS 42-200

PAY GRADE: 61

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