

**MAJOR FUNCTION**

This is responsible executive-level serving as a member of the Executive team which works with the City Manager to set and drive organization vision and strategies and to provide leadership and development strategies for the City. The incumbent has responsibility to provide direction to assigned departments as well as focusing on development of city-wide innovation strategies and translating strategies into actionable steps with a focus on outcomes and increased efficiencies. Work involves frequent interaction with Executive Management, Appointed Officials, and the Leadership Team for the management of organizational development process issues, strategic planning efforts, and evaluation of departmental operations. Makes recommendations for improvements of efficiency and effectiveness of the organization and the workforce, as well as policy evaluation and general research. Work is performed under the general direction of the City Manager. Considerable independent judgment, discretion, and initiative are exercised in efficiently and effectively managing departments. Work is reviewed through reports, conferences, observations, analysis of reports, recommendations and by results achieved.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Works in conjunction with the other members of the Executive Team to ensure the leadership and performance of the City organization is aligned with the City's mission, vision, values, and City Commission Directives. Develops and ensures operational implementation of the City's strategic plan, including periodic updates on the status of the strategic plan. Provides broad managerial direction to assigned departments on non-routine problems and issues that arise. Analyzes internal operations and identifies areas for process improvement. Implements strategies and plans that align with short- and long-term objectives developed in tandem with the City Manager. Directs and coordinates the analysis of organizational processes, policies, performance improvement, strategic planning, and systems evaluation. Acts as organizational development and change management liaison and advisor to the organization's leaders. Works closely with the Executive Team, Appointed Officials and Leadership Team to identify processes and develop strategies for meeting business goals and objectives. Coordinates the design and delivery of improved processes or policies. Works closely with strategic members of a department to implement major departmental process changes. Facilitates meetings and process improvement teams for on-going monitoring of operations. Creates effective measures for process improvement. Identifies and interprets best practices and integrates into programs. Provides advice and support to field operators aimed at building organizational cohesion. Provides guidance to City staff in implementation of City policies and procedures. Plans and directs various efficiency initiatives, and other special projects. Helps employees create project timelines and departmental, inter-departmental, or inter-governmental studies, research projects, and deadlines. Prepares correspondence, memos, reports, studies, agenda items, or presentations as may be required. Ensures staff's compliance with the City's equal opportunity initiatives, and related federal and state laws. Approves the selection, advancement, transfer, grievance adjustment, discipline, and dismissal of departmental employees. Conducts performance appraisals and approves or denies merit increases. Performs related work as required.

**Other Important Duties**

Attends City Commission meetings and various meetings/conferences with City department directors, staff, and the public. Performs related work as required. Ensures assigned departments are in compliance with the City's Fair Employment Practices plan, equal employment opportunity requirements, and related federal and state laws. Assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement; directs and implements changes.

**DESIRABLE QUALIFICATIONS****Knowledge Skills and Abilities**

Thorough knowledge of modern management and leadership practices, procedures, theory, and organizational development and analysis methods. Thorough knowledge of sources of information related to problems of local government. Thorough knowledge of City customers, their needs, and desired levels of service. Through knowledge of financial planning and management principles and practices. Thorough knowledge of City programs, policies, and departments. Thorough knowledge of work distribution, process improvement, quality improvement, and project management. Considerable knowledge of statistical concepts and methods. Considerable knowledge of work measurement, work simplification procedures, and manpower evaluation. Knowledge of the principles of supervision, training, and performance evaluation. Ability to make use of information by analysis, correlation, creativity, and objectivity. Ability to analyze facts and exercise sound professional judgment to arrive at valid conclusions. Ability to develop and maintain effective working relationships with department directors, the general public, elected officials, supervisors, and subordinates. Ability to express ideas clearly and concisely, both orally and in writing. Ability to provide effective management and leadership skills in the direction of department directors using a participative and team decision-making model. Ability to execute within a regulatory/compliance environment. Ability to be responsive and persuasive at all levels of the organization. Ability to prepare and maintain reports relative to productivity analysis and quality improvement. Skill in using group dynamics, organizational development, and motivational language to garner and retain support for program and process success. Ability to effectively use technology to improve work products. Ability to maintain effective work relationships. Demonstrates skills in delegating responsibility and authority to the department directors while maintaining control through accountability. Possesses management style and values that are consistent with the City's mission and values. Demonstrates interpersonal facilitation and communication skills. Demonstrates a high level of ethical standards and professionalism. Demonstrates a commitment to continuous personal growth and development of leadership skills. Skill in the use of computers and the associated programs and applications necessary for successful job performance.

**Minimum Training and Experience**

Possession of a master's degree in public or business administration, or a related field and five years of professional experience in business consulting, process improvement, planning, and/or management areas; or an equivalent combination of training and experience.

**Necessary Special Requirements**

Must possess a valid Class E State driver's license at the time of appointment.

An incumbent of this job classification will be required to file a financial disclosure statement with the Supervisor of Elections in their county of residence, in compliance with Florida Statutes, Chapter 112, Part III. Such filing is required within 30 days of placement in a covered position, annually thereafter by no later than July 1 of each year in which they serve in the covered position, and within 60 days of leaving the covered position.

Established: 07-31-16  
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