

City of Fort Worth, Texas

Job Description

Classification Title	Chief Performance Officer		
Job Code:	DH1031	Job Family:	Department Head
Pay Grade	309	Date Created:	07/07/15
FLSA Status	Exempt	Date Revised:	

GENERAL SUMMARY

Creates a City-wide culture of process improvement and performance excellence that keeps the workforce highly engaged. Implements performance management systems and skills; establishes an employee development structure to produce a highly-skilled and professionally-satisfied workforce; develops recruitment and selection process to ensure highly-qualified people are added to the team; and establishes career ladders that define required skills and paths to promotion. Directs the daily operations of the Performance Management Office.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Supervises staff, which includes prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary decisions or recommendations.
2. Completes assessment and action plan for City-wide training needs and priorities following consultation with key stakeholders. Reviews employee surveys, City's Management Plan and feedback from focus groups.
3. Develops an action plan to establish clear job competencies by classification or role, including minimum continuing education and options for career advancement. Completes assessment and action plan for recruitment process improvements.
4. Implements a communication strategy that effectively promotes the City's continuous improvement culture and expectations.
5. Reviews and redesigns the Human Resources Intranet and Internet sites, including best presentation of Fort Worth University learning opportunities and training resources.
6. Understands workforce development needs. Provides methods for departments to assess improvements; and provides appropriate coaching and mentoring while proactively addressing any deficiencies.
7. Provides and implements long and short range plans for the department. Leads and implements various strategies and actions in the city Strategic Plan.

8. Manages, leads and executes citywide Lean Six Sigma (LSS) program. Provides coaching, facilitation and training to teams, green belts/black belts and city staff.
9. Directs and oversees the citywide strategic planning cycle and reporting of the citywide strategic plan, including the alignment and reporting for the citywide KPI/performance measure program.
10. Directs and oversees the internal consulting services provided to city departments in the areas of Performance Audits, Operational Reviews and Customer Surveys.
11. Makes presentations before the City council and other boards, commissions, and community organizations.
12. Negotiates and manages contracts with outside vendors. Coordinates and works with outside departments; and responds to citizen and employee inquiries.
13. Performs other related duties as required.
14. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.
15. Pursuant to the City of Fort Worth's Code of Ordinances and Personnel Rules and Regulations, employees in this position cannot file an appeal of disciplinary actions taken against them.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**

- Principles and processes involved in business and organizational planning, coordination and execution.
- Strategic planning, resource allocation, manpower modeling, leadership techniques, and production methods.
- Developing plans and budgets and monitoring them against actual activity.
- Techniques and methods of communication, including alternative ways to inform and entertain via written, oral, and visual media.
- Instructional methods and training techniques, including curriculum design principles, learning theory, group and individual teaching techniques, design of individual development plans, and test design principles.
- Methods and techniques of the proper handling and precautions for classified, confidential, and sensitive information.
- Principles and processes for providing customer and personal services, including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques.
- Policies, operations, and processes at the local, state, and national levels.
- Current word processing, presentation, spreadsheet, and database programs used by the City.
- Federal, state, and municipal restrictions, laws, and ordinances.
- Personnel motivation, interviewing, hiring, oversight, evaluation, and discipline.
- Methods of financial and economic analysis and forecasting.
- Methods and techniques of statistical data collection and analysis.

- Principles and procedures of financial reporting.
- Principles and procedures of management systems and reporting.
- Principles and practices of program development and administration.
- Principles and practices of municipal budget preparation and administration.
- Computer operations in performance of job duties.
- Principles of supervision, training and performance evaluation.
- Principles and procedures for developing goals, objectives and management plans.
- City administration, City Council's public policy priorities and city personnel policies and procedures.
- Pertinent Federal, State and local laws, codes and regulations.
- **Skill in:**
 - Mathematical calculations, including geometry, trigonometry, algebra, statistics, and calculus.
 - Organization and time management.
 - Negotiation, mediation and persuasion.
 - Delivering presentations.
- **Ability to:**
 - Communicate clearly and effectively, both orally and in writing.
 - Produce decided, decisive, and/or desired effect in the actions of those under one's direction.
 - Apply general rules to specific problems to come up with logical answers.
 - Combine separate pieces of information or specific answers to problems to form general rules or conclusions.
 - Weigh the relative costs and benefits of a potential action.
 - Identify and define problems, collect data, establish facts, and draw valid conclusions.
 - Develop a number of ideas about a given topic.
 - Effectively present information to groups and respond to questions.
 - Interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
 - Interpret and apply applicable Federal, State and local policies, laws and regulations.
 - Operate a computer and various software programs and other office equipment.
 - Maintain confidentiality of certain City information.
 - Establish and maintain effective working relationships

MINIMUM JOB REQUIREMENTS

Bachelor's degree from an accredited college or university with major coursework in public administration, business administration, human resources, or a closely related field and eight years responsible experience in performance management, business processes, lean six sigma processes or a closely related field, including four years of administrative and supervisory experience.

OTHER REQUIREMENTS

Valid Texas driver's license.

Lean Six Sigma Black Belt certification.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.