City of Fort Worth, Texas
Job Description

<table>
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<tr>
<th>Classification Title</th>
<th>Performance Administrator</th>
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<tbody>
<tr>
<td>Job Code:</td>
<td>MG1461</td>
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<td>Job Family:</td>
<td>Management</td>
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<tr>
<td>Pay Grade:</td>
<td>612</td>
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<tr>
<td>Date Created:</td>
<td>08/22/15</td>
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<td>FLSA Status:</td>
<td>Exempt</td>
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<td>Date Revised:</td>
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GENERAL SUMMARY
Administers, develops, plans and implements training and performance management initiatives for the City to achieve strategic business goals. Serves as an internal performance management facilitator and advisor. Provides advice and recommendations to management teams in performance management, training and employee development.

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. Manages the employee appraisal system; evaluates various performance management practices to determine best fit for organization; gathers feedback from employees, supervisors and leadership on performance management; establishes and refines performance management practices and policies; develops training curriculum and provides training and coaching for supervisors; ensures effectiveness, compliance and equity within organization.

3. Designs and develops annual city-wide training plan for Fort Worth Employee University; identifies performance gaps and training needs to enhance the effectiveness of employee performance in achieving organizational goals; identifies key metrics; evaluates effectiveness of training programs; and manages contractors providing training.

4. Implements employee development strategies, career tracks and succession planning based on training and professional development. Facilitates leadership programs for high potential employees; evaluates effectiveness of programs.

5. Oversees the development and implementation of organization core competencies, core values, and key performance measures into the performance appraisal system and training curriculum.
6. Monitors and evaluates the quality, responsiveness, efficiency and effectiveness of programs, service delivery methods and procedures; and works with employees on the continuous improvement of human resources programs.

7. Administers e-Learning initiative; identifies and develops online content; trains users and department administrators; creates and uses reports to boost compliance with required training; and provides technical assistance to users.

8. Designs and administers employee surveys; analyzes data for trends, gaps and opportunities for improvement; groups, codes and summarizes narrative comments; and provides improvement recommendations and reports.

9. Develops and implements communication plans for Performance Office initiatives; and leads or participates on cross functional teams in the application of Lean Six Sigma.

10. Conducts a variety of organizational studies, investigations and operational studies; recommends modifications to assigned programs, policies and procedures as appropriate; and serves as a resource for city departments in need of survey assistance.

11. Performs other related duties as required.

12. 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.

13. 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:
  - Adult learning and performance management.
  - Business process and change management.
  - Principles and practices of program development and administration.
  - Current industry practices.
  - Methods and techniques of training and organizational development and employee customer satisfaction.
  - Methods and techniques of implementing special projects in assigned program area including tailored training programs, employee satisfaction surveys, and related employee development programs.
  - Modern office equipment including computers, and supporting word processing and spreadsheet applications.
  - Principles and practices of budget and contract management.
  - Principles and practices of supervision, training and evaluation.
  - Pertinent federal, state and local laws, codes and regulations.
  - Survey design and sampling techniques.
  - Market/customer satisfaction research methods.
- Lean or Six Sigma principles.
- Project management techniques.

**Skill in:**
- Delivering presentations.
- Internal consulting.
- Quantitative analysis.
- Computers and applicable software.
- Facilitating meetings.
- Problem solving and conflict resolution.

**Ability to:**
- Communicate clearly and effectively, both orally and in writing.
- Recognize organizational and operational deficiencies that inhibit productivity and high performance and recommend corrective action.
- Interpret, explain and apply City personnel policies, procedures, rules and regulations in assigned program area.
- Interact and influence at all levels.
- Oversee, direct and coordinate the work of subordinate employees.
- Act as a professional resource to all levels in the organization.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Research, analyze and evaluate new service delivery methods and techniques.
- Create and deliver curriculum.
- Provide business case and cost benefit analysis.
- Prepare clear and concise reports, articles and presentations.
- Establish and maintain effective working relationships.

**MINIMUM JOB REQUIREMENTS**

Bachelor’s degree in human resources management, industrial relations, public administration, business administration or a related field and five years of human resources experience including three years of administrative and supervisory responsibility.

**OTHER REQUIREMENTS**

None.

**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.