



DATE	August 2023
JOB CODE	
FLSA	EXEMPT ADMINISTRATIVE
EEO	

JOB TITLE: Strategic Services Coordinator
DEPARTMENT/DIVISION: Strategic Services
REPORTS TO: Director of Strategic Services

SUMMARY: Responsible for performing complex management analysis, research, and project and/or program coordination, development, and implementation in support of the Strategic Services department within the City Manager's division. The department oversees organization-wide strategic planning, performance measurements, policy documentation, organizational development, and the Managed Competition program. Work requires limited supervision and the use of independent judgment and discretion.

ESSENTIAL JOB FUNCTIONS:

- Participates in and supports the City's managed competition and strategic planning program, which includes: benchmarking performance and cost measures to competitors in the public and private sectors; reviewing and analyzing departmental budgets and strategic plans submissions; participating in departmental and executive team competition reviews; participating in City Council work sessions and meetings as needed; responding to inquiries related to performance or efficiency needs, challenges, and/or opportunities; and/or, performing other related activities.
- Performs analysis activities related to performance or operational efficiencies, which includes: researching and analyzing operational, fiscal, and other data for applicable processes; conducting benchmarking research and analysis to measure performance relative to Council goals; conducting interviews and on-site operational observations to evaluate work processes; identifying and executing process improvements that result in measurable increases in value or efficiency; developing reports and making recommendations based on findings; reviewing and analyzing departmental performance management plans; and/or, performing other related activities.
- Coordinates performance management plan maintenance and reporting, which includes: ensuring timely and accurate submission of plans; preparing key indicator reports for the Executive team; developing performance metrics and indicators; reviewing, updating, and analyzing measures for consistency and applicability; and/or, performing other related activities.
- Coordinates and develops the City's strategic culture program, which includes: coordinating and participating in employee recognition and workforce enrichment programs; empowering and providing opportunities for all levels of staff to drive positive change and provide value; identify strategic resources both internal and external to help others succeed; provide collaborative leadership to promote and encourage innovations or improvements that share resources, explore new ideas, or implement best practices that help employees to always be the best; and/or, performing other related activities.
- Participates in a variety of special projects in support of City Manager and/or City Council initiatives, which may include: analyzing vendor contracts; performing special studies; providing guidance and recommendations to departments to ensure organizational sustainability

and maximize organizational efficiency, effectiveness, and performance; recommending cost-conscious decisions and actions; providing the City Manager with accurate and timely information to support decision-making and policy direction; and/or, performing other related activities.

- Partner with departments to identify, develop, and implement performance dashboards for key performance indicators, Strategic Business Planning deliverables, and other metrics as needed. Align department scorecards to the strategic plan by capturing data for the City that directly support the executive leadership's priorities.
- Develops and delivers performance management and data analysis training curriculum and coaches department liaisons to develop goals, objectives, measures, and performance targets.
- Reviews and updates external material for the department such as brochures, the City website, and the department's SharePoint page.
- Manages Organizational Development programs for the City which include, but are not limited to, employee recognition platform, the U@Work Internship Program, unpaid internship programs, employee translation certification program, and New Employee Orientation.
- Partners with Workforce Services on a project basis, including the annual Compensation Study.
- Serves on multiple City committees including the Compensation Committee, STARS Committee, Strategic Business Plan Review Team, and Space Committee.
- Supports department-wide efforts both technically and administratively. Assists with other departmental functions such as training and Legislature as needed.
- Performs other duties as assigned.

SUPERVISORY/BUDGET RESPONSIBILITIES:

- Assists department Director with the development, submission, and tracking of the departmental budget.
- Supervises interns for the department as needed.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of local government operations and processes;
- Knowledge of management principles;
- Knowledge of research and analysis methods;
- Knowledge of strategic planning;
- Knowledge of performance measurement systems;
- Skilled in group facilitation and collaborative processes;
- Skilled in strategic and critical thinking;
- Skilled in building consensus and gaining stakeholder support through interpersonal relations;
- Skilled in working effectively with a diversity of professionals, from skilled laborers to executives and elected officials;
- Skilled in working with large electronic documents;
- Skilled in reading and interpreting technical documents;
- Skilled in assessing cost efficiency and effectiveness of municipal operations;
- Skilled in conducting benchmark surveys;
- Skilled in conducting best practice research;

- Skilled in applying independent judgment, personal discretion, and resourcefulness in interpreting and applying guidelines;
- Skilled in reading, interpreting, applying, and explaining rules, regulations, policies, and procedures;
- Skilled in critical thinking and developing recommendations for complex resolutions from many resources and sometimes amid conflicting priorities;
- Skilled in preparing clear and concise reports;
- Skilled in providing customer service;
- Skilled in gathering and analyzing information data and trends and making recommendations based on findings and in support of organizational goals;
- Skilled in operating a computer and related software applications;
- Skilled in communicating effectively with a variety of individuals.
- Skilled in developing and conducting training;
- Ability to create and deliver curriculum;
- Ability to recognize deficiencies and recommend corrective action;
- Ability to conduct cost benefit analysis;

MINIMUM QUALIFICATIONS:

- Bachelor's Degree in General Business Administration or a related field.
- One year of experience in performance management, project coordination, process analysis, and/or conducting research.

PREFERENCES:

- Master's Degree
- Bilingual in English and Spanish

WORKING CONDITIONS:

- Frequent sitting, talking, seeing, hearing, and manual dexterity.
- Occasional lifting and carrying up to 10 pounds.
- Work is typically performed in a standard office environment.

CONDITIONS OF EMPLOYMENT:

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.