



City of Peoria Human Resources

Title: Senior Innovation Program Manager

FLSA STATUS: Exempt from overtime under Fair Labor Standards Act (FLSA).

SUPERVISION RECEIVED AND EXERCISED:

- Receives direction from the Director, Office of Innovation.
- May exercise direct supervision over professional, para-professional staff, technical and/or administrative employees.

MINIMUM QUALIFICATIONS

- **Education:** Bachelor's degree in business or public administration, statistics, or a directly related field.
- **Experience:** A minimum of seven years of progressively responsible continuous improvement and/or organizational development experience.
- **Licenses/Certifications/Special Requirements:**
 - Valid Arizona Driver's license upon hire.

PREFERRED/DESIRABLE QUALIFICATION(s):

- Experience in a Municipal, State or Federal government setting.
- Experience in lean management processes and techniques.
- Previous lead or supervisory experience.
- Additional years of progressively responsible experience.
- Expertise in Power Point, Excel and Visio

JOB SUMMARY

This classification is responsible for utilizing a systematic approach to process analysis, design, management and improvement by utilizing appropriate improvement tools and techniques. This is accomplished by interacting with executive leadership, department directors and department staff for the purpose of assisting departments with the development and implementation of action plans; improving efficiency and effectiveness of City processes, procedures, and policies; implementing and encouraging opportunities to innovate, using data to solve complex problems; and developing or assisting in the development of tools to evaluate the long term benefits of improvement projects. Performs other duties as assigned.

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ESSENTIAL FUNCTIONS

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position.

#	Essential Functions
1	Serves as an innovation subject matter expert. Provides assistance and guidance to city departments and staff on process improvement, performance metrics and reporting. Participates in and supports change management initiatives citywide.
2	Participates in the development of a citywide strategic plan. Monitors, and reports on key performance indicators for the Office of Innovation. Assists departments in the development of key performance indicators.
3	In partnership with the Office of Communications and the Human Resources department, assists with the development of internal communication strategies to inform employees about innovation strategy, targets and initiatives.
4	Facilitates cross-functional teams of staff at all levels to perform complex analyses; coordinates efforts across workgroups to develop a unified approach and methodology to problem solving and analytics. Develops training materials to enhance staff knowledge in process improvement and formal problem solving. Trains staff to become area subject matter experts to deploy the Continuous Improvement culture across all departments
5	Analyzes operating problems and establishes or suggests modifications to strategic plans to develop solutions; assists in the planning and initiation of programs and systems to meet department and organizational needs and develops new business processes or procedures.
6	Represents the department by attending and facilitating meetings and committees, developing and presenting information to staff, departments and management.
7	Coordinates fiscal activities of the department and/or program(s) by assisting in developing and managing the budget; forecasting revenues and expenditures to help make logical and analytical projections; presenting proposals for approval, presenting financial reports, responds to inquiries, participates in the complex analysis and reconciliations, authorizes payments and monitors expenditures for recommended adjustments.
8	May supervise staff by planning, prioritizing and supervising daily tasks and activities, ensures procedure and policy compliance, evaluates assigned services, monitors and coaches staff performance and development, and recommends personnel actions.
9	Performs related duties as assigned.

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PHYSICAL DEMANDS AND WORK ENVIRONMENT:

Physical strength for this position is indicated below with "X"					
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	Light	X	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.		Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

Work Environment for this position is indicated below with "X"					
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.					
Office	X	Outdoors	Vehicle	X	Office and Field/ Plant/ Warehouse
Position is typically office or administrative work and is not substantially exposed to adverse environmental conditions.		Incumbents may be subjected to extreme temperatures, wetness/humidity, respiratory hazards, noise, and vibration.	Incumbents may be subjected to moving mechanical parts, vibrations, fumes, odors, dusts, poor ventilation, chemicals, oils, extreme temperatures, inadequate lighting, work space restrictions, intense noises and travel.		The work will occur in an office and field environment. While performing the duties and responsibilities the employee maybe exposed to loud noise, noxious odors, unsanitary conditions, chemicals, electricity, moving mechanical parts, varying weather conditions, and other related conditions and situations. Position is subject to atmospheric conditions: Fumes, odors, dust, mists, gases or poor ventilation

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Computers, printers, scanners, copy/fax machines, and related software, telephone, calculator/adding machine.

PROTECTIVE EQUIPMENT REQUIRED:

None required.