

MAJOR FUNCTION

This is high-level administrative and managerial work providing direction, guidance, and oversight in an assigned area, for the development, implementation and consultation with Human Resources and Workforce Development Department in using the Baldrige/Florida Sterling performance models and advise on strategic initiatives for operational processes that incorporate performance excellence standards to meet the Florida GSA standards. Consultant to additional City department leadership on various strategic high-performance process improvements and incorporating best-practice models to be used in both departments. Employees in this class function as strategic partners to the Manager- Human Resources to ensure that the human resource management system components complement the mission, vision, and objectives of the City of Tallahassee. Work is performed under the direction of the Director of Human, who outlines areas of responsibility. Work is reviewed through conversations, observations, meetings, and by results attained.

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

Develops, implements and maintains special projects to allow for the efficient and supportive management of the City workforce. Provides direction, support and staff coaching to accomplish the functional integration of the assigned area with other HR work units and processes. Collaborates with directors and internal client teams on developing organizational change strategy and implementing new high-performance systems based on Baldrige/Florida Sterling models. Develops strategic plans for departments that include defining strategic objectives, key performance indicators, and initiatives supported by performance measures implementation. Independently executes organizational and industry research. Analyze business practices and intended goals and make recommendations for improvements at organizational direction to leadership or stakeholders. Conducts internal and external strategy interviews, develop strategies, and summarize key findings. Creates best practices to integrate into operational systems at a department level to meet higher performance expectations. Devises strategies and develop collaborative solutions for cutting costs, increasing productivity, and making key decisions. Builds quantitative models such as balanced scorecards and interpret results. Identifies, delivers, and supports value on internal projects through critical research, analytics and problem-solving. Identifies and analyzes financial perspectives and operational trends with performance measures that need-improvement. Executes organizational change management initiatives (communications, training, change readiness assessment, impact analysis, stakeholder management, and leadership-alignment.) Leads organizational change management activities and process.

Other Important Duties

Identifies and implements department performance excellence initiatives. Oversees development of the department's budget and related fiscal issues. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge Skills and Abilities**

Thorough knowledge of human resources management practices, trends, and issues. Considerable knowledge of City government, its subdivisions, organizational culture and administrative procedures. Considerable knowledge of the principles of supervision, training and performance evaluation. Considerable knowledge or modern principles and practices of management. Ability to develop long-term strategic plans for functions and programs. Ability to express oneself clearly and concisely, both orally and in writing, make public presentations and conduct training sessions. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to analyze facts and situations critically and objectively and arrive at sound conclusions. Ability to exercise creativity and flexibility in addressing workforce needs, challenges and expectations.

Ability to operate independently and proactively. Skill in diplomacy and customer service. Skill in problem identification and resolution. Skill in program and personnel management.

Minimum Training and Experience

Possession of a master's degree in industrial engineering, public or business administration or related field and two years of professional experience in strategy development and organizational performance innovation and implementation or an equivalent combination of training and experience.

Necessary Special Requirements

At the department director's discretion, a valid Class E State driver's license may be required at the time of appointment.

Established: 05-09-20