



SENIOR MANAGER OF PERFORMANCE ANALYTICS

JC: 000177
PB: 10
FLSA: Exempt

BU: 95 (Non-Rep)
Created: September 2018

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under general direction, plans, directs and manages the development, implementation, execution and evaluation of activities and projects necessary to ensure the continuous improvement of business performance across District departments; oversees and manages staff responsible for the analysis of various business processes, data sets, system designs, policies and procedures; provides highly responsible and complex staff assistance to the Chief Performance & Audit Officer; and performs related duties as assigned.

CLASS CHARACTERISTICS

This is the single position full-scope senior-level manager classification responsible for managing and overseeing the District's performance management function, the goal of which is to establish processes which enable departments to effectively measure organizational performance, as well as to provide actionable insights which allow for the continuous improvement of business performance throughout the District. The incumbent is responsible for providing change management planning and execution support to a wide variety of stakeholders throughout the District and is fully accountable for accomplishing the successful execution of a robust business performance management system which aligns with overall District goals. The Senior Manager of Performance Analytics is distinguished from the Chief Performance and Audit Officer in that the latter is the department manager-level position responsible for the overall management of the District's internal audit function in addition to business performance management.

REPORTS TO

Chief Performance and Audit Officer

EXAMPLES OF DUTIES - *Duties may include, but are not limited to, the following:*

1. Assumes management responsibility for the Performance Analytics division, which manages the development, implementation, and on-going execution of formal Districtwide performance management programs, including risk management,

change management, development of key performance indicators, and alignment with strategic plan, asset management and budget; manages the development and implementation of departmental goals, objectives, policies and priorities.

2. Evaluates performance and uses risk management and other means to prioritize proposed analyses and initiatives; translates stated or implied client needs into researchable management analyses; implements and monitors performance management best practices and coordinates with ISO 19011 standards.
3. Directs, coordinates and reviews the planning, development and implementation of contracts, administration of management procedures, internal control mechanisms, and business processes; ensures the cost effective and efficient use of staff and resources in accomplishing goals and objectives.
4. Determines analytic approach, oversees analysis and articulates analytic needs; develops sophisticated plans to analyze and test performance; manages available resources for conducting analyses given data and resource availability, time, and other constraints; interprets analytical findings and recommends appropriate solutions.
5. Manages the design and implementation of data collection efforts as needed, including designing surveys and questionnaires; developing sampling methodologies; and overseeing resulting data collection.
6. Researches, plans and implements large scale organizational change efforts; assists in systematizing/institutionalizing the role of performance management analytics throughout the District, transforming performance analytics from providing support functions to providing decision guidance and direction.
7. Establishes and maintains well-organized, efficient, and standardized work processes for work intake, prioritization, resource allocation, quality control/assurance, and release of findings.
8. Partners across the organization to offer input and perspective on scalability or use of analytic solutions, including instituting one-time or ongoing data collection efforts, defining performance metrics, and validating analytic inputs to scenarios, models, and processes.
9. Manages a variety of organizational, operational and analytical studies and investigations; recommends modifications to existing programs, policies and procedures as appropriate; plans, prepares and coordinates a variety of formal reports, including recommendations to the Board of Directors.

10. Coordinates strategies with staff, departments, and consultants throughout various stages of planning and implementation of performance management.
11. Establishes partnerships and relationships with internal and external customers, stakeholders and peers to ensure results are achieved.
12. Assesses and monitors administrative and support systems and internal reporting relationships; identifies opportunities for improvement; directs and implements changes.
13. Monitors developments and legislation related to assigned area of responsibility; evaluates impact on District operations; recommends and implements practice and procedural improvements.
14. Selects, trains, motivates and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
15. Oversees and participates in the development and administration of the departmental budget; approves the forecast of funds needed for staffing, equipment, materials and supplies; approves expenditures and implements budgetary adjustments as appropriate and necessary.

QUALIFICATIONS

Knowledge of:

- Principles of performance management, performance improvement and management analysis
- Development and application of key performance indicators
- Principles of strategic planning
- Fundamentals of strategic asset management
- Methods and techniques of risk evaluation, analysis, and management
- Principles and practices of policy development and administration
- Principles and practices of business systems applications
- Principles and practices of operational analysis
- Methods and techniques of advanced data analysis
- Methods and techniques of project development and management
- Principles and practices of general, fund, and government accounting
- Principles and practices of budget preparation and administration
- Principles of supervision, training and performance evaluation
- Funding policies of various government entities and commissions
- Related Federal, State and local laws, codes and regulations
- ISO 19011 standards

Skill in:

- Managing a comprehensive performance management program, including risk management and change management
- Identifying process inefficiencies and formulating cost effective solutions
- Applying lifecycle costing and return on investment best practices
- Identifying and responding to sensitive community and organizational issues, concerns and needs
- Developing and administering departmental goals, objectives and procedures
- Analyzing and assessing policies and operational needs and making appropriate adjustments
- Overseeing and conducting comprehensive research and analysis of business processes and operational systems
- Implementing change management
- Evaluating effectiveness of process changes
- Planning, organizing, directing and coordinating the work of lower level staff
- Delegating authority and responsibility
- Selecting, supervising, training and evaluating staff
- Researching, analyzing and evaluating new service delivery methods and techniques
- Preparing clear and concise administrative, performance, and financial reports
- Managing a complex portfolio of projects to success
- Interpreting and applying applicable Federal, State and local policies, laws and regulations
- Communicating clearly and concisely, both orally and in writing
- Establishing and maintaining effective working relationships with internal and external stakeholders

MINIMUM QUALIFICATIONS

Education:

A Bachelor's degree in business administration, public administration, accounting, finance, statistics, data analytics or a closely related field from an accredited college or university. A master's degree in a similar field is preferred.

Experience:

Five (5) years of (full-time equivalent) verifiable professional business, operational or financial performance management, organizational development, policy or data analysis experience which must have included at least two (2) years of project management responsibility.

Other Requirements:

Possession of a valid certificate as a Project Management Professional (PMP) is desirable.

Substitution:

Additional professional experience as outlined above may be substituted for the education on a year-for-year basis. A college degree is preferred.

WORKING CONDITIONS

Environmental Conditions:

Office environment; field environment; construction site environment; exposure to computer screens; exposure to heat, cold, moving vehicle, electrical energy and inclement weather conditions.

Physical Conditions:

Requires maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time.