

REPORT NO: 16 40
DATE: 8/16/2016
ANALYST: Michael Hebner

CLASSIFICATION REPORT

PROPOSED TITLE: Chief Resiliency Officer

CURRENT TITLE: New

INCUMBENT: Vacant

REASON FOR REQUEST: Request to review a proposed job and determine the level of the position

DATE QUESTIONNAIRE SUBMITTED: 8/8/2016

DATE OF PREVIOUS STUDY: N/A

DISPOSITION OF PREVIOUS STUDY: N/A

PERSONS INTERVIEWED: Nuria Rivera-Vandermyde, Deputy City Coordinator

RECOMMENDATION: Establish the position as Chief Resiliency Officer (Grade 13, 620 Points, Appointed)

In 2013, the Rockefeller Foundation launched its “100 Resilient Cities” program aimed at building the capacity of cities to respond to shocks, stresses, and catastrophic events and bounce back quickly and in a stronger position. The City of Minneapolis has been selected to participate in the program and will receive three forms of support from the Rockefeller Foundation as follows:

- Membership in the 100 Resilient Cities Network, which provides support to member cities and shares new knowledge and resilience best practices.
- Support to hire a Chief Resiliency Officer a new innovation. The CRO is expected to oversee the development of a resilience strategy for the city.
- Support to create a resilience plan, along with tools and resources for implementation.

Specific duties for the proposed position include:

- Develop an enterprise-wide process for developing resiliency goals/tool kit.
- Facilitate the implementation of the resiliency goals, policies, and strategic plans.
- Serve as the primary City representative to the 100 Resilient Cities Network, and initial point of contact for the 100 Resilient Cities platform and partners.
- Assess and identify community needs, opportunities, and develop strategic initiatives.

- Assess 100 Resilient Cities platform and identify tools and resources of interest to the City of Minneapolis and greater metropolitan area.
- Research, analyze, and identify funding resources to ensure the program's goals and objectives are met.
- Create a comprehensive marketing, communication, and social media strategy to disseminate public information in order to increase visibility and resilience support.
- Develop joint marketing strategies with other 100 Resilient Cities and entities to attract, engage, and diversify resilient initiatives.
- Collaborate with other departments and jurisdictions, business and civic groups, academic institutions, and other local, state, and federal agencies for multi-jurisdictional projects.
- Coordinate meetings with Mayor, City Council, City Coordinator, department directors, and the officials of other specialized organizations regarding ongoing resilience initiatives.
- Identify opportunities for improvement and make improvements to current strategies.
- Plan, develop, monitor, and report on progress toward key resilience milestones.
- Secure and manage all resilience funding resources and budget.
- Provide guidance and direction to City staff working on the Resilient Cities initiative.
- Manage and maintain strong relationships with a broad set of stakeholders, including senior government officials and private and nonprofit sector leaders in the community.
- Consult with internal and external experts to generate innovative solutions and assess their feasibility.
- Ensure that there are clear and appropriate implementation plans for delivery of resiliency goals/tactics.
- Communicate progress to all relevant stakeholders, including regular reporting to the Mayor.
- Develop strategic framework and best practices for resiliency throughout City government.
- Lead the development and implementation of internal and external communication strategies to inform and engage elected officials, City staff, community partners, and the general public.
- Oversee the preparation of reports, research efforts, planning documents, and presentations to elected officials, stakeholder groups, and the public.
- Maintain professional and collaborative relationships with elected officials, city staff from all departments, the general public and officials from other governmental and industry groups. Maintain strong partnerships with other local, state, and federal agencies.
- Create and maintain a comprehensive framework to support Resilient Cities concept.
- Respond to queries, requests, and complaints from the Mayor, City Council members, and other City staff to promote customer service.
- Support regional, state, and national response and recovery efforts.
- Represent the City of Minneapolis at various forums, public hearings, meetings, task forces, etc.
- Identify training needs and a plan for delivering the training where needed.
- Establish policies, goals, objectives, and performance measures.

POSITION ANALYSIS

PREREQUISITE KNOWLEDGE

The position requires a Bachelor's degree in public administration, public safety, political science, emergency management, or equivalent. The position will require five years of experience managing projects, performing operational analysis, and working with

public sector elected officials and staff leadership, and a background in managing and policy development.

A rating of **70 points** is appropriate and will be assigned.

DECISIONS AND ACTIONS

The position will need to learn about the City's challenges and need to develop contacts with all stakeholders in order to help build support for initiatives, and for resilience building. It will develop an enterprise-wide process/toolkit for developing resilience goals. The position will be responsible for developing City-wide urban resilience goals, policies, and strategic plans. It will be responsible for creating a comprehensive marketing, communication, and social media strategy to disseminate public information in order to increase visibility and resilience support. The position will identify opportunities for improvement and make improvements to current strategies. The position will monitor and report on progress toward key resilience milestones. It will support regional, state, and national response and recovery efforts. It will identify training needs and a plan for delivering the training where needed. The position will also be responsible for developing joint marketing strategies with other in the 100 Resilient Cities program and with other entities to attract, engage, and diversify resilient initiatives. It will collaborate with other departments and jurisdictions, business and civic groups, academic institutions, and other local, state, and federal agencies for multi-jurisdictional projects. It will coordinate meetings with Mayor, City Council, City Coordinator, department directors, officials, and other specialized organizations regarding ongoing resilience initiatives. It will provide guidance and direction to City staff working on the Resilient Cities initiative. It will oversee the preparation of reports, research efforts, planning documents, and presentations to elected officials, stakeholder groups, and the public. The position will be responsible for maintaining professional and collaborative relationships with elected officials, city staff from all departments, the general public and officials from other governmental and industry groups. It will maintain strong partnerships with other local, state, and federal agencies. The position will represent the City of Minneapolis at various forums, public hearings, meetings, task forces, etc. The job will operate fairly independently but will require approval on major initiatives and expenditures. It will be responsible for developing and implementing major initiatives in the City.

A rating of **70 points** will be assigned. Jobs at this level make decisions and take action on some of the more complex and unusual problems that arise and develop solutions to complex problems involving advanced principles and techniques and considerable original thinking. Work is of considerable variety and complexity, usually involving all phases of a major function. Matters dealt with are broad in scope with complex and unusual problems being encountered. Performance has considerable influence on finances or delivery of services; errors or inadequacies would cause very serious and notable inconvenience, embarrassment or expense. Work is done under general supervision in accordance with broadly stated policies or principles. Most work is of an advanced nature and calls for the exercise of independent judgment. .

SUPERVISORY RESPONSIBILITY

The position will not supervise. A rating of **0 points** is appropriate and will be assigned.

RELATIONSHIPS RESPONSIBILITY

The position will report to and interact frequently with the City Coordinator regarding initiatives and projects. The position will collaborate with City staff from a variety of Departments on sustainability initiatives. Positions in the City that work on sustainability include the Manager Environmental Programs, Manager Environmental Services, Water Resources Administrator, and the Manager Resource Coordination. The position will work with enterprise leadership and Department Heads to share information, strategy, and to collaborate on initiatives. It will work with and share information with City Council and Mayor and their staffs.

Outside contacts will include public and private community partners to exchange information and ideas for dealing with resiliency issues. The position will work with the general public regarding resiliency issues. The position will work with the 100 Resilient Cities regarding best practices, strategy, and to exchange information.

The position has a heavy requirement for relationship building with varied stakeholders and effective communication with a wide audience. It will need to Influence without authority.

A rating of **80 points** will be assigned. Jobs at this level are highly placed, with city-wide responsibilities and influence where there is a potential for controversy. Tact and diplomacy is required and there is a high level of visibility. At this level these executives are interacting with City staff and leaders, and outside stakeholders to respond to requests for assistance, exchange information, and resolve complex issues. At this level there are large funding dollars at risk, legislative demands, and reports to the City Council, County Board and State Legislature. In many of these classifications, there is higher need for the incumbent to be a salesperson. These executives are frequently involved in a role in trying to bring about systemic change among stakeholders. At this level the incumbents are responsible for official communications on behalf of the City.

WORKING CONDITIONS

The position works in office setting with exposure to typical office equipment including computer keyboarding equipment, phones, and copiers. A rating of **20 points** will be assigned.

EFFORT

The effort in the position is primarily mental effort entailing complex decision making, policy creation and implementation, and budgeting. There is mental effort in the position to prepare for and plan for effective communications with stakeholders aimed at guiding and influencing decisions.

At this level jobs are high level executives in the appointed service responsible for planning, coordinating, and monitoring activities which requires mental effort and creates stress. They deal with competing priorities which create stress and these jobs require mental effort in developing alternative

recommendations or solutions for identified problems. There are numerous pressures to meet deadlines on projects, reports, plan development, handling inquiries, etc.

A rating of **70 points** will be assigned.

The position meets the criteria for appointed positions under the Minneapolis Code of Ordinance, Section 20.1010 as follows:

1. The person occupying the position will report to head of the designated City department or the designated department head's deputy.

The position will report to the City Coordinator

2. The person occupying the position will be a member of the designated department head's management team.

The position will be part of the City Coordinator's management team

3. The duties of the position involve significant discretion and substantial involvement in the development, interpretation, or implementation of City or department policy.

The position will develop and provide the essential central point of focus within the City of Minneapolis and the greater metropolitan area for establishing a compelling resilience vision, driving the resilience conversation, building and implementing effective resilience strategies, and leveraging the benefits and services of the 100 Resilient Cities Global Network and platform.

4. The duties of the position do not primarily require technical expertise where continuity in the position would be significant.

This is a new position where the need is for a strong leader and communicator who can bring together stakeholders to help facilitate and implement City-wide urban resilience goals, policies, and strategic plans.

5. There is need for the person occupying the position to accountable to, loyal to, and compatible with the Mayor, City Council, and the Department Head.

The position will report to and be accountable to the City Coordinator, City Council, and Mayor

RECOMMENDATION:

Establish the position as Chief Resiliency Officer (Grade 13, 620 Points)

CLASSIFICATION FACTOR WORKSHEET								
Benchmark Classifications	Factors						Total Points	Grade Level
	1	2	3	4	5	6		
Director Communications	75	75	20	70	29	70	655	14
Director Long Range Planning	75	75	15	75	20	65	683	15
Director IGR	85	85	15	85	20	65	733	16
Chief Resiliency Officer	70	70	0	80	20	70	620	13

1. Prerequisite Knowledge
2. Decisions and Actions
3. Supervisory Responsibility
4. Relationship Responsibility
5. Working Conditions
6. Effort

The position meets the requirements as an Exempt position under the Fair Labor Standards Act