

## CITY OF MINNEAPOLIS

# Director Performance Management & Innovation

## Position profile

### OUR CITY



As the largest and most vibrant city in the state, Minneapolis depends on purposeful, dedicated and innovative employees. Minneapolis has a large variety of careers for people of all experiences and backgrounds who come together for a singular purpose—serving the residents, businesses and visitors of Minneapolis.

Learn about what makes Minneapolis great.  
[www.minneapolis.org/visitor](http://www.minneapolis.org/visitor)

### OUR WORKFORCE



Over 3900 employees at the City of Minneapolis faithfully serve the residents, businesses and visitors of the City every single day. Some jobs are more visible in the community while some are behind the scenes, but each employee at the City plays a role in keeping Minneapolis a vibrant place that tops many lists. Our employees look for ways to keep Minneapolis at the leading edge, offering services and policies that are more comprehensive and progressive than the vast majority of cities. Our employees are a key reason why Minneapolis is a place where all people have an equitable opportunity for success and happiness.



Our purpose, to serve the residents, businesses and visitors of Minneapolis is at the foundation of everything we do. It shapes our priorities, our work, and our culture. It drives our employees to look for new ways to serve, creating an innovative and engaged culture.

*The employees of the City of Minneapolis are aligned for a singular purpose -to serve our community.*

### MISSION STATEMENT AND VALUES

The Department of Performance Management and Innovation exists as an internal consultancy within the City Enterprise that works with residents, City departments, elected officials, external stakeholders, and partners to create a culture and practice of data-informed, community-centered service delivery in Minneapolis.

### THE DEPARTMENT

Activities performed within this program include but are not limited to: Performance management and business analytics, policy, evaluation and research, human-centered design and engagement, and civic innovation and process improvement. The department has worked on projects that have intentionally focused on data and projects that have the greatest impact on addressing disparities that may or may not be caused by disparate treatment, or policy. The department is committed to utilizing the Strategic and Racial Equity Action Plan (SREAP) and ensuring that desired outcomes are aligned with SREAP goals. The department also ensures that department metrics throughout the enterprise are aligned with the City's Strategic and Racial Equity Action Plan priorities.



## THE POSITION

This position is responsible for directing enterprise-wide efforts to improve government efficiency and effectiveness, identify areas of process improvement and impact, implement processes that achieve a high-level of collaborative approaches based on best practices and national standards, measure the results that address inequities in services provided to the residents of Minneapolis and establish a compelling resilience vision and agenda supported by actionable plans and strategies.



## JOB DUTIES

- Develop and manage an enterprise-wide process for identifying and addressing potential race and place-based inequities in City services.
- Manage and maintain strong relationships with a broad set of stakeholders, including senior government officials and private and nonprofit sector leaders in the community.
- Share the team's strategic framework and best practices for innovation throughout City government.
- Consult with and convene internal and external experts to generate innovative solutions and assess their feasibility.
- Identify opportunities for improvement through data collection and analytics, review and support department performance measure framework, human-centered design, and other relevant approaches.
- Develop and evaluate new ideas by deploying open innovation methods.
- Manage, guide, and be a thought and strategy partner on the enterprise-wide resilience agenda and strategies.
- Direct and support resilience conversations with internal and external partners to build and implement effective resilience strategies.
- Ensure that clear and appropriate implementation plans for delivery on all major initiatives in the identified priority areas are reviewed appropriately with relevant stakeholders in the enterprise.
- Ensure regular internal communications and collaboration on status of all major initiatives with stakeholders in the enterprise.
- Lead, in collaborations with Communications & Engagement Services Group, the development and implementation of internal and external communication strategies to inform and engage elected officials, City staff, community partners and the general public on initiatives and progress reports.
- Serve as a thought leader sharing best practices in providing government services and in collaboration with other department heads.
- Achieve defined targets by monitoring performance and helping to correct course when needed
- Regularly communicate progress on initiatives to all relevant stakeholders.
- Oversee the preparation of reports, research efforts, planning documents and presentations to elected officials, stakeholder groups and the public.
- Hire and manage and evaluate staff responsible for generating innovative solutions, developing implementation plans, and managing progress towards defined targets.
- Foster a culture of innovation through creative dialogue, training, and grant funding opportunities with other departments.
- Manage daily operations of department consistent with city policies, including budget, purchases, personnel, and project plans.





## DESIRED CAPABILITIES

- Ability to develop communications strategies and communicate effectively with multiple audiences.
- Thorough knowledge of City operations, budgeting, fiscal administration, management, and long-range planning policies, practices, and procedures.
- Knowledge of principles and practices of management, administration, and budgeting.
- Ability to deal effectively with people in difficult or controversial situations.
- Ability to establish and maintain an effective working relationship with all levels of management, City officials, vendors, other government agencies, other employees, and the general public.
- Ability to communicate effectively both orally and in writing with a wide variety of people and groups.
- Demonstrated ability to lead large scale transformations that involve multiple stakeholders, constituencies, and/or agencies.
- Experience developing and managing high-performing teams.
- Understanding of the mechanics of city government, and familiarity with and knowledge of public sector innovation.
- Ability to thoughtfully communicate with and respectfully engage diverse stakeholders around a shared vision for achieving results.
- Demonstrated knowledge of leadership and management of public organizations.
- Ability to plan and implement communication plans that address multiple audiences.
- Knowledge of quality improvement and business re-engineering principles, tools, and practices.
- Demonstrated knowledge of operations and organizational development.
- Ability to work with staff at all levels of the organization.
- Experience analyzing data and developing metrics.
- Fluency in English. Knowledge of one of the City's primary language groups (Spanish, Somali, Hmong, Amharic, Vietnamese, Lao, Oromo) is desirable.

In addition, the City has adopted the following competencies for all leadership positions:

- **Focus on results:** takes initiative, drives for results, and establishes stretch goals;
- **Personal capability:** demonstrates technical/professional expertise, solves problems and analyzes issues, innovates, and practices self-development;
- **Character:** displays high integrity and honesty;
- **Leading change:** develops strategic perspective, champions change, and connects the group to the outside world;
- **Interpersonal skills:** communicates powerfully and prolifically, builds relationships, develops others, inspires and motivates others to high performance, and collaborates and fosters teamwork;

- **Cultural agility:** demonstrates an awareness of, and sensitivity to, the needs and concerns of individuals from different perspectives, cultures, and backgrounds. These differences may include education, job preference, work style, race, gender, country of origin, disability, age, sexual orientation, gender identity, etc. Respects differences and adjusts behavior and communication style to best meet the needs of the group or individual. Accepts one's own cultural identity and sees the value of other points of view; and
- **Strives to create a racially equitable work environment:** develops policies, practices, and makes strategic investments to reverse racial disparity trends, eliminate institutional racism, and ensure that outcomes and opportunities for all people are no longer predictable by race. Through consistent behaviors and actions, fosters an equitable work environment. Creates fair and just opportunities and outcomes for all people.

### **EDUCATION AND EXPERIENCE**

Bachelor's degree in business administration/Public Administration or a related field.

Requires seven years of progressively responsible and related experience in leading public facing organizational transformation efforts which involve collaborating with multiple internal and external stakeholders. Government experience is preferred.

### **COMPENSATION**

This appointed position has a competitive compensation package. Salary ranges from \$141,160.00 - \$167,336.00 annually, depending on experience. Benefits include health and dental insurance, flexible spending accounts, disability insurance, employee assistance program, vacation, sick leave, paid parental leave, pension plans, and deferred compensation retirement savings.

### **TO APPLY**

The position will remain open until filled. Priority will be given to those who submit a resume and cover letter by July 24, 2023. To apply and submit your resume for this opportunity, go to the [City of Minneapolis career page](#).

The City of Minneapolis is an Equal Opportunity Employer.