



# CLASS TITLE | PERFORMANCE AND INNOVATION MANAGER

PAY GRADE: EX-52 | [www.cityoftulsa.org/pay](http://www.cityoftulsa.org/pay)

Class Code: 2120

Effective Date: 06/12/2024

**PURPOSE OF THE CLASSIFICATION:** Under administrative direction this position is responsible for ensuring alignment between strategic priorities, the annual budget, programmatic monitoring, and evaluations at an enterprise level using data. This position is also responsible for championing innovative practices and collaborating on enterprise process improvements; and other duties as assigned.

## ESSENTIAL TASKS:

- Leads implementation of annual Mayor/Council Priorities using strategic themes and objectives for the organization
- Serves as a resource to departments on strategic planning
- Responsible for dashboards measuring department's alignment and progress towards Mayoral/Council Priorities
- Collaborate with departments in evaluating programs and services offered at both the departmental and enterprise level
- Manages program resources, including interdepartmental volunteer contributors, to achieve Priority Based Budgeting objectives
- Responsible for Priority Based Budgeting analysis and compilation of enterprise and departmental reports and dashboards for leaders
- Leads evaluation of departmental or enterprise programs to provide meaningful, actionable, and novel data for the organization
- Design and oversee the city's overall program evaluation, learning, and performance management processes
- Manage the Evaluation Working Group and build citywide evaluation capacity
- Collaborates with departments to create innovative solutions to address enterprise challenges
- Assists with the implementation of special projects and process improvement efforts
- Reports to work on a regular and timely basis

**Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.**

## QUALIFICATIONS

Training and Experience: Must meet one of the following criteria.

1. (a) Completion of a bachelor's degree from an accredited college or university in social science, science tech or business-related field; **and**,  
(b) Eight (8) years' experience that prepares one to perform the essential tasks of this job description.

**Or**

2. (a) Completion of a master's degree from an accredited college or university with coursework in social science, science tech, or business-related field; **and**,  
(b) Six (6) years' experience that prepares one to perform to the essential tasks of this this job description.

Knowledge, Abilities and Skills:

Knowledge of:

- Developing strategic plans and initiatives aligned with the organization's vision, mission, and goals.



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- Outstanding knowledge of change management principles and program performance management
- Comprehensive knowledge of monitoring and evaluation (theory of change, logic models) performance measures, indicators, and learning tools for effective program design and management
- Comprehensive knowledge of a range of research and evaluation approaches (qualitative data collection and analysis, experimental and/or quasi-experimental methods, statistically representative sampling/surveys, triangulation, and mixed methods approaches)
- Previous experience with one of more of the following: Excel, PowerBI, SPSS, STATA, or Google Analytics

#### Ability to:

- Excellent interpersonal skills; diplomatic, and able to develop and manage productive relationships with colleagues and partners across multiple teams
- Deliver actionable analysis to inform evidence-based organizational decision making and adaptive management
- Comprehensive expertise in leading evidence-based collaborative learning and program design processes within an organizational setting
- Design and lead rigorous, counter-factually based, evaluation studies
- Understand and influence the behavior of others within the organization, customer, or the public, to achieve job objectives
- Train and mentor others
- Supervise, plan, evaluate and coordinate the work of others
- Lead projects to completion with a high level of confidence
- Lead, facilitate, and organize with proven project management, leadership, interpersonal and motivational skills

#### Skill in:

- High level leadership, facilitation, and organizational skills
- Demonstrated skill with research approaches and presentation styles that engage and empower non-technical stakeholders
- Comprehensive skills leading task teams to deliver monitoring, evaluation, assessment, research, performance management as well as program design, piloting, and scaling
- Excellent skills in public speaking
- Demonstrated skills in conflict resolution, personnel management, leadership, interpersonal relations, and motivation
- Modern business methods, principles, and practices
- Project scoping
- Strong skills in analytics, interviewing, investigating, and grammatical and technical writing

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; lifting and carrying up to 20 pounds; may be subject to walking, sitting, reaching bending, kneeling, and handling; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid class "D" Oklahoma Driver license.

**WORKING ENVIRONMENT:** Working environment is primarily in an office setting and may require some travel to various City locations.



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EEO Code: E-01

Group: Fiscal

Series: Financial Management