

**CITY OF BOULDER
POSITION DESCRIPTION**

DATE: 06/16

POSITION TITLE: Innovation and Analytics Officer

EMPLOYEE GROUP: MGMT/Exempt

DEPARTMENT/DIVISION: City Manager's Office

OVERALL JOB OBJECTIVE:

Under general direction of the City Manager, this position is to serve as a conduit for facilitating innovation across the City in processes, policies, project execution, and data analytics. This position will work on behalf of the City Manager to develop and encourage data-driven best practices in municipal government with the goal of fostering an improved culture of innovation, accessibility, efficiency, and accountability. The work performed is often of a complex and confidential nature, and requires high responsibility and autonomy, as well as experience in administration, project management, software deployment, and data analysis.

DUTIES AND RESPONSIBILITIES:

1. Work across the organization to foster an improved culture of innovation, accessibility, efficiency and accountability. This includes the following:
 - Expand and institutionalize the organizational vision for innovation and data analytics to support further efficiencies, implement community priorities and provide unique consideration of future community needs.
 - Evaluate City policies, procedures, and operations and make recommendations to the City Manager on improvements and innovations that align with the City's vision and values.
 - Conduct data mining activities to identify emerging trends and opportunities for innovation.
 - Analyze, develop and implement system and program improvements by evaluating present systems and programs, seeking staff input, developing recommendations for change, building consensus and developing and implementing staff training.
 - Establish a space within the organization where innovative ideas and approaches to service delivery can be explored. Develop a community of trust where new ideas are appreciated and vetted appropriately.
 - Create a mechanism for tracking ideas from around the organization and a framework for implementation.
 - Determine guidelines for administration of the Innovation Fund and manages disbursement of that budget, including reporting on allocation of those funds and the associated outcomes.
 - Facilitates efforts with city departments to leverage new processes and tools.
2. Provide citywide oversight of metrics and data analytics to facilitate strategic utilization of data, including:
 - Set standards and provide guidance on metrics development, data collection, and data governance.
 - Collaborate with departments to determine appropriate performance measures for service delivery and advise on data collection, further transparency, analysis, and presentation.
 - Monitor organizational goals, work plans and metrics and prepares reports for the staff, Advisory Boards and City Council.

- Perform complex data analysis related to cross-functional and department priorities, programs, and issues.
 - Assess what data would be helpful now and in the future.
 - Assist departments with objective and independent data analysis prior to public processes with Council, Boards and the community.
 - Collaborate with information technology resources across the City to ensure effective data management and utilization.
 - Coordinate with the Information Technology Department on citywide technology/planning processes, as well as major software procurement and contracts.
3. Work in a collaborative manner to foster high-performing project teams dedicated to achieving innovative and inspiring results. This includes the following:
- Serve as a resource in the City Manager's Office and in cross-departmental efforts for policy analysis, process facilitation and problem solving.
 - Convene department teams to address issues of special need related to interdepartmental decision making.
 - Manage complex projects across the city organization involving programs or operations, facilities, and technology. Develops and maintains a project plan, monitors and evaluates project progress and project budget. Coordinates project activities and tasks, and directs the activities of project team members.
 - Support project managers for the purpose of professional development, improving city processes and project management skills, increasing capacity and service quality.
4. Serve as a representative of the City Manager's Office on community issues. This includes:
- Represent the City Manager's Office and/or organization at community meetings and administrative hearings, Advisory Board and City Council meetings and when working with other governmental agencies. Coordinates follow up as needed on issues raised or requests received.
 - Research and respond to requests for information from the City Council, the City Manager's Office, and the public. Coordinates response preparation of assigned staff members on major issues.
5. As assigned, provides oversight, work direction and supervision. This may include:
- Manage consultant contracts and hire and supervise consultants.
 - Provide oversight or directs the work of staff (administrative, support or other).
 - May supervise interns.
6. Maintain knowledge of City and Department plans, policies, codes, community objectives and issues; maintains professional standards of continuous improvement.
7. Other:
- Perform related duties as required to meet the needs of the city and those it serves.
 - Optimize the use of resources.
 - Know and complies with all city and department policies; optimizes the use of resources; participates in professional trainings and development; and adheres to attendance and workplace attire policies.

Generally, duties and responsibilities are listed from most to least critical or time consuming.

The City of Boulder is a smoke and tobacco-free workplace.

ORGANIZATION STRUCTURE:

(1) TITLE OF IMMEDIATE SUPERVISORS: Deputy City Manager

(2) TITLE(S) OF POSITION(S) OVER WHICH THIS POSITION HAS DIRECT SUPERVISION: May supervise interns and consulting contracts.

REQUIRED MINIMUM QUALIFICATIONS:

Master's degree in a relevant field (including engineering, business administration, computer science, political science, public administration, urban planning, or related field) and eight or more years of experience in increasingly responsible positions in a progressive, complex and fast paced organization or any equivalent combination of education and experience. Demonstrated project management, including administrative, planning, and organizational skills, and demonstrated ability to coordinate and manage multiple complex projects involving competing interests and objectives. Ability to manage consultants, and delegate and coordinate complex assignments. Demonstrated ability to handle complex projects of a confidential and/or sensitive nature. Track record of creative project implementation and documented return on investment.

Experience in policy analysis, data analysis, strategic thinking, research, policy development, and public process facilitation skills and experience. Direct experience working on innovation and data governance. Demonstrated ability to analyze complex problems, develop and present recommendations, write reports, produce requests for proposals and implement changes. Demonstrated ability to work independently with minimal supervision, to assume responsibility, to prioritize and resolve problems, to work under pressure, to pay close attention to detail, to coordinate tasks to completion and provide quality control for responsiveness and customer satisfaction. Excellent verbal and written communication skills, with the ability to effectively communicate and interact with the public and all levels of personnel within the city in a positive and cooperative manner. Superior knowledge of computers and applications including word processing, spreadsheets (Excel), email and Internet. Valid driver's license. Have and maintain acceptable background information, including criminal conviction history and motor vehicle record.

DESIRED QUALIFICATIONS – In addition to the required minimum qualifications:

Direct experience working on innovation and data governance in municipal government. Experience working with local, state or federal government agencies. Related professional experience with an active and highly engaged university community. Supervisory experience or experience in managing contractors/consultants.

WORKING CONDITIONS - Required Physical and Mental Effort, and Environmental Conditions

Physical and Mental Effort: Sufficient clarity of speech and hearing or other communication capabilities that permits the employee to communicate effectively on the telephone and in person. Sufficient vision or other powers of observation that permits the employee to review, evaluate and prepare a variety of written documents and materials. Sufficient manual dexterity that permits the employee to operate computer equipment and other office equipment. Sufficient personal mobility and physical reflexes, which permits the employee to work in an office setting. Work may include extended periods of time viewing a computer video monitor and/ or operating a keyboard. Ability to work under stress from demanding deadlines, public contact, and changing priorities and conditions.

Work Environment: Works primarily in a clean, comfortable environment. Works in a setting subject to continuous interruptions and background noises.

Machines and equipment used include, but are not limited to the following: Frequently uses standard office equipment including personal computers, telephones, calculators and copy/fax machines.

ACCOMMODATIONS: Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this position.

Note: The above description is illustrative only. It is not meant to be all-inclusive.