



City of Irving Job Description

Innovation Program Coordinator

FLSA Status:	EXEMPT	Job Department:	City Manager's Office
Job Code:	01201	Reports To (Job Title):	Chief Innovation and Performance Officer

PURPOSE

This position is a part of the Office of Innovation and Performance and reports directly to the Chief Innovation and Performance Officer. It focuses on the development, implementation and management of organization-wide innovation systems, processes and practices. Additionally, the Innovation Program Coordinator is tasked with managing the organization's innovation portfolio through identification, coordination, and reporting of projects that pilot or implement an innovative solution to an operational or civic need. S/he will also develop stakeholder relationships and programs that benefit organizations and people that are external to government. The Program Coordinator will work with senior staff to define innovation priorities, set appropriate and measurable outcomes for innovation initiatives, and develop organization-wide strategies for attaining those outcomes. This position inspires, facilitates, and coordinates innovation within the organization.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- With the Leadership Team and the Chief Innovation and Performance Officer, develop innovation priorities and programs intended to seed innovative practices in the city government.
- Identify desired outcomes for innovation efforts and design strategies to attain those outcomes
- Apply and implement standards to measure effectiveness of innovation program strategies.
- Evaluate and communicate outcomes in order to sustain programs or pursue next-stage initiatives.
- Support the Chief Innovation and Performance Officer and city management in establishing and cultivating collaborative working relationships with non-city entities to seek innovative ways of leveraging city assets with those of other entities.
- Collaborate with other city departments to identify where, how and for what purposes innovation and continuous improvement initiatives can be implemented (innovation opportunities) to support constituent services and shared outcomes.
- Set up and run idea generation platforms and formats like roundtables, summits, think tanks, and internal and external crowdsourcing for the benefit of the organization.
- Work with city departments and staff to organize resources and teams toward generating innovative solutions for innovative opportunities. This includes investigation, brainstorming, solution refinement and piloting, and full implementation.
- Manage a portfolio of potential, active, and closed innovative and continuous improvement projects. Ensure the project portfolio is acceptably diverse in terms of risk, impact, collaborative potential, and strategic priority.
- Assist in populating the project portfolio and scoping projects by monitoring and analyzing performance indicators/metrics.

- Create learning and training programs to increase the innovative capacity of the organization and leverage opportunities to apply an innovative solution toward an operational or civic need.
- With the Chief Innovation and Performance Officer, create an organizational culture that embraces and celebrates creativity and innovation. Identify and seek opportunities to align employee performance and reward mechanisms in ways that recognize innovation.
- Work closely with internal and external stakeholders to identify, develop, and respond to funding opportunities including the applications for and securing of governmental and nonprofit grant funding.
- Represent the Office of Innovation and Performance in other city efforts to create innovative models in civic participation, digital inclusion, innovation process, and open government.
- Communicate work to the larger civic innovation community through numerous vehicles including blog posts, social media, conference speaking engagements, etc.
- Communicate the value of the City's innovative work to its residents and stakeholders through interactive and engaging web tools, social media, in person engagement, etc.
- Direct project teams to efficiently and effectively employ methodologies and tools including Six-Sigma (DMAIC: Define-Measure-Analyze-Improve-Control), Lean practices, change management, project management, innovation engineering process, D4 methodology etc.
- Lead cross-functional teams through strategic, high impact improvement projects, and across various levels to implement innovation and continuous improvement methodology
- Coach, mentor and support project team member, as yellow, green and black belts, through Lean, Six Sigma, and innovation methodologies, using advanced analytical, problem solving, people and leadership skills to complete projects.
- Develop, define, and execute organizational development, change management, and training plans to minimize employee resistance, address employee concerns, and maximize employee engagement.

OTHER DUTIES AND RESPONSIBILITIES

- Prepare and monitor any budgetary allocations toward organization-wide innovation activities.
- Maintain knowledge of current best practices with respect to governmental or private industry innovation practices.
- Provide reports that summarize innovation activities and outcomes.
- Perform any research necessary to discover innovation opportunities or effect innovative solutions.
- Share innovation related-findings and lessons learned through the city's innovation process, synthesizing complex information into clear and concise proposals, and reports.
- Ensure that processes are operating optimally and meeting customer requirements and internal goals through cost reduction, increased efficiency, effectiveness, and regulatory performance.

SUPERVISORY RESPONSIBILITIES

Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise approximately 6-10 employees per project.

FINANCIAL / BUDGETARY RESPONSIBILITY

Responsible for cost benefits analysis of innovative solutions. Also responsible for the day-to-day oversight of the Innovation portions of the Strategic Performance and Innovation Team Budget.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent to a Master's degree from an accredited college or university with major course work in public/business administration, finance, business system design, industrial design/distribution, or other field that satisfies the essential responsibilities of the position.

EXPERIENCE

- At least three (3) years of related experience is required.
- Experience in local government organizations would be beneficial.
- Lean Six Sigma Green Belt desirable.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate, valid state-issued driver's license.
- Lean Six Sigma Certification, which may be obtained during first year of employment.

KNOWLEDGE OF

- Administration and Management: Principles and processes involved in business and organizational planning, coordination, and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques, and production methods.
- Through practices-based experience and demonstrated success, how to design, manage, and sustain innovative programs.
- Effective Writing & Presentation Technique: Experience and excellence in writing and presenting for a wide variety of purposes and audiences.
- The organizational structure, purpose, and functional responsibilities of City departments.
- Innovation systems and emerging practices pertaining to innovation systems.
- Innovation-related support organizations and resources, particularly those for municipal and civic organizations.
- Organizational and municipal strategic needs and related opportunities for application of innovative solutions.
- Basic familiarity with external stakeholders across institutions including community/civic organizations, universities, nonprofit entities, and businesses.
- Grant funding sources and application processes.
- Organizational effectiveness methodology, concepts, and practices.
- How to employ effective project management techniques and Leading improvement projects, training and coaching personnel and complete problem-solving projects.
- Performance auditing, assessment, curriculum and/or program development, and policy writing.
- Statistical Principles: Principles and processes dealing with the collection, analysis, interpretation, and presentation of quantitative data.
- Statistical and process management software, such as Minitab, R, SPSS and similar software.
- Business Software: A variety of PC software applications, computer systems and various relevant business intelligence application programs; understanding of relational databases

- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City. Power user level of experience with Excel and Access.
- English language and grammar at a college level of comprehension and usage.

SKILLS AND ABILITIES IN

- Strategic Planning & Research: Informed by experience, developing and implementing strategic plans, outcomes measurement, and evaluation. This includes performing data analysis, as well as summarizing, interpreting results/findings, and making presentations.
- Functional & Project Leadership: Managing and leading a project and a team, which includes working within a team to develop a vision, set appropriate goals and strategies, and achieve goals through effective leadership and management.
- Operational Assessment: Evaluating current / potential processes for effectiveness and efficiency.
- Policy Development: Analyzing and improving programs, and contributing to policy development.
- Education and Training: Utilizing instructional methods and training techniques, including curriculum design principles, learning theory, group and individual teaching techniques, design of individual development plans, and test design principles.
- Teaching: Conveying new concepts and confirming comprehension by listener.
- Broad-based Collaboration: Establishing cooperative working relationships with all levels of employees; effectively building consensus and results with a diverse range of people, profession, industries, and interests. Also, facilitating small and large groups.
- Self-Managed, System Leadership & Analysis: Exercising initiative and independent judgment to analyze complex customer search data and draw conclusions that are meaningful. This includes making decisions & recommendations useful and actionable for management, and working effectively with groups of employees from multiple departments to implement various management systems, tools, and philosophies.
- Adaptability: Creatively adapting to a rapidly changing work environment.
- Project System Ability: Managing multiple complex projects while working with a variety of software packages, tasks, and projects at the same time.
- Complex Problem Solving: Identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- Deductive Reasoning: Applying general rules to specific problems to come up with logical answers. This involves deciding if an answer makes sense or provides a logical explanation for why a series of seemingly unrelated events occur together.
- Inductive Reasoning: Combining separate pieces of information or specific answers to problems to form general rules or conclusions. This includes coming up with a logical explanation for why a series of seemingly unrelated events occur together.
- Tailored Presentation: Effectively communicating clearly, concisely, and convincingly in front of small and large groups; presenting information to a wide variety of audiences with a varied understanding and comprehension of performance concepts including management, council, city employees, civic organizations and the general public.
- Written Expression: Communicating ideas and information in writing so that others can understand. This includes routine reports and correspondence, detailed analytical reports, and articles for public information.
- Grant Development: Resourcing, managing, and writing grant applications.
- Critical Thinking: Using logic and analysis to identify the strengths and weaknesses of different approaches.
- Management of Material Resources: Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
- Customer Service Orientation: Actively looking for ways to help people and improve processes.

GUIDANCE RECEIVED

General Standards

A range of professional standards and methods guide completion of assignments and decisions made. Adherence to policy, City procedures and general supervisory direction is expected. Position incumbents are responsible for making recommendations about changes to methods, procedures and policies and helping to implement changes.

CONTACTS

Under the direction of the Chief Innovation and Performance Officer, maintains a wide variety of contacts, including City Council, residents, various consultants and advisors, peers in other local governments, state organizations, state legislative representatives and committees, civic groups, nonprofit entities, local, regional and national businesses as well as a variety of other public and private entities.

EQUIPMENT AND PROPERTY

Standard office equipment

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee constantly is required to listen, see, and/or sit. Frequently, s/he is required to grasp, handle, feel, reach, and/or talk. Occasionally, s/he is required to drive a vehicle.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The noise level in the work environment is usually low.

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

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.