



City of Irving Job Description

Senior Strategic Services Manager

FLSA Status:	EXEMPT	Job Department:	City Manager's Office
Job Code:	Y101	Reports To (Job Title):	Assistant City Manager

PURPOSE

The Senior Strategic Services Manager will report to the Assistant City Manager and assume a strategic role in the overall leadership of the City. It provides management oversight over the Innovation and Performance Office (IPO), Public Safety Wellness Unit (PSWU), and City Manager's Office (CMO) administrative staff. Additionally, the incumbent is responsible for leading, planning, implementing, and managing complex projects and programs primarily related to strategic programming and organization performance. Further, s/he conducts research on various subject areas as well as support related to policy analysis, procedural interpretation and implementation, and management of assigned work areas, projects, and programs.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- Provide operational oversight and management of Innovation and Performance Office, Public Safety Wellness Unit, CMO Administrative staff
- Manage RISE employee recognition program which includes tracking of nominations, management, and replenishment of P.R.I.D.E challenge coins; serve as departmental liaisons for questions or issues; and evaluating the program's success.
- Manage various state and federal grant funding, specifically but not limited to, COVID-19 relief funds.
- Manage and oversee executive recruitments which can include contract development, negotiations, and management; coordinating interviews, arranging travel; and budget management
- Organize city-wide events such as regional conferences, budget workshops, director workshops, and Council retreats.
- Develop and execute training for others; cross-train to perform co-workers duties when absent; complete training requirements.
- Attend and participate in meetings on behalf of the City Manager's office.
- Direct and manage the development and implementation of goals, objectives, policies, and priorities for each assigned service and/or operational area; assist in leading the strategic planning process for the organization.
- Direct overall management, administration, operation, and maintenance of the department/division facilities, equipment, and budget to facilitate the effective operations of department/division; oversee the development, implementation, compliance monitoring, and evaluation of policies, plans, and procedures related to department services and operations.
- Establish priorities; develop, monitor, and evaluate the efficiency and effectiveness of programs, methods, and procedures to enhance productivity through improved work procedures, practices, communications, and accountability; Conduct operational audits to assist department/division in performing at optimal levels.

- Prepare and review the annual budget; review and approve invoices; monitor budget expenditures; recommend adjustments as required; develop budget initiatives and monitor progress and management.
- Assist with directing and overseeing the development of work groups' budgets and work plans; assign work activities, projects, and programs; monitor workflows; and evaluate work products, methods, and procedures.
- Develop, oversee, and implement new and innovative programs and services that emphasize creative problem solving; solicit department participation to continuously improve the organization.
- Manage multiple programs and special projects simultaneously to include researching, compiling, and analyzing information, preparing reports, identifying alternatives, and making and justifying recommendations.
- Lead, plan, implement, and manage complex projects and programs related to strategic programming.
- Partner with departments to identify, develop and implement innovative ideas and strategies; coordinate programs and services of assigned departments; monitor programs to ensure an alliance with the organization vision, conformance with city policies and regulations, and the attainment of desired results.
- Provide leadership, guidance, training, direction, and oversight for assigned work groups.
- Participate in defining contract terms and agreements, ensure work provided by contractor is performed in satisfactory manner, authorize related payment to contractors following established guidelines.
- Provide expert-level technical advice and guidance to contractors on a regular and ongoing basis; monitor compliance with contract terms and evaluate the performance of contractors.
- Investigate and resolve internal and external customer inquiries and complaints ensuring that contact is made by appropriate City staff and issues are resolved or final communication has occurred.
- Elicit respect and trust through actions and lead by example.
- Coach/Lead, motivate, develop, engage, and evaluate assigned personnel.
- Develop and maintain a knowledgeable, service-oriented, productive work group.
- Provide timely, accurate and thorough performance evaluations for supervised employees; establish short-, mid-, and long-term goals and objectives.
- Develop reports and make presentations and recommendations to the City Manager, City Council, other City departments, as well as various boards, agencies, and community groups.
- Regularly attend City Council meetings and make presentations before the Council.

OTHER DUTIES AND RESPONSIBILITIES

- Serve as staff liaison for the Public Safety Wellness Unit Advisory Committee
- Assist and support the Legislative Officer with duties as assigned; such as coordinating meetings with stakeholders, tracking legislation, policy analysis, and travel
- Perform other duties as assigned.

SUPERVISORY RESPONSIBILITIES

Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 12 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Under the direction and guidance of the Assistant City Manager, develop, monitor, and coordinate various budgets totaling between approximately \$1 - \$2 million, as well as, grant funds associated with the American Rescue Plan Act of approximately \$54 million.

QUALIFICATIONS:

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

EDUCATION

- A Master's in Public Administration, Political Science, Business Administration, or a related field of study from an accredited four-year institution; or
- An equivalent qualification, such as a Bachelor's in a related field of study and two (2) years of *additional* experience.

EXPERIENCE

- At least five (5) years of related experience, with two (2) years of supervisory experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate, valid state-issued driver's license, or ability to obtain upon hire, is required.

KNOWLEDGE OF

- Public Administration practices and procedures.
- Topical knowledge pertaining to departmental/division service area
- Municipal Operations: Current social, political, organizational, and economic trends affecting municipal government.
- Federal, State, and municipal laws, codes, ordinances, and regulations related to administrative, financial, and budgetary issues.
- Principles, practices, methods, and techniques of strategic planning, and performance management and strategy execution.
- City policies and procedures.
- Supervisory principals including personnel motivation, interviewing, hiring, oversight, evaluation, and discipline.
- Research, analysis, and interpretation of complex and/or sensitive municipal issues.
- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City; particularly, the Microsoft Office Suite.
- Industry Software: Sufficient familiarity with technology to use a variety of specialized industry software programs, such as Adobe Acrobat Pro, Munis, and MinuteTraq.
- Confidentiality: Methods and techniques of the proper handling and precautions for classified confidential, and sensitive information.

SKILLS AND ABILITIES IN

- Accuracy: Paying attention to detail in dealing with documents, ideas, numbers, and words.
- Basic Math: Adding, subtracting, multiplying, or dividing quickly.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.

- **Deductive Reasoning:** Applying general rules to specific problems to come up with logical answers. It involves deciding if an answer makes sense or provides a logical explanation for why a series of seemingly unrelated events occur together.
- **Technical Reasoning:** Interpreting an extensive variety of technical instructions in mathematical or diagram form and dealing with several abstract and concrete variables.
- **Flexibility:** Being adaptable while handling multiple requests from several executives.
- **Focus:** Adhering to strict deadlines while working in a fast-paced multi-task environment without constant supervision.
- **Mechanical/Technical:** Safely operating diverse office equipment including calculators, computers, copiers, digital cameras, fax machines, label makers, shredders, and telephones.
- **Informational Organization:** Finding ways to structure or classify multiple pieces of information.
- **Organizational Strategies:** Tracking multiple variables by sorting, grouping, and calendaring.
- **Service Orientation:** Actively looking for ways and to help others.
- **Process Assessment:** Evaluating current / potential processes for effectiveness and efficiency.
- **System Ability:** Multi-tasking by working with multiple software packages simultaneously.
- **Teamwork:** Actively participating and contributing to various internal and external teams.
- **Executive Summary:** Synthesizing and simplifying complex concepts for executive audiences.
- **Budget Management:** Developing plans and budgets; comparing them against actual activity.
- **Reporting:** Researching, analyzing, and compiling data and preparing concise documents.
- **Solution Appraisal:** Observing and evaluating the outcomes of a problem solution to identify lessons.
- **Written and Oral Expression:** Communicating information and ideas in writing, as well as through speech, so others will understand, and as indicated by the needs of the audience.
- **Interactive Presentation:** Effectively presenting information and responding to questions from groups of managers, clients, customers, elected officials and the general public.
- **Training & Direction:** Effectively guiding and critiquing adult learners.
- **Functional Supervision:** Motivating, developing, and directing people as they work.
- **Planning:** Sensing the environment and setting goals and objectives.
- **Prioritization:** Selecting, from multiple options, activities to achieve a goal.
- **Originality:** Developing unusual or clever ideas about a given topic or situation, or developing creative ways to solve a problem.
- **Fluency of Ideas:** Developing a number of ideas about a given topic.
- **Critical Thinking:** Using logic and analysis to identify the strengths and weaknesses of different approaches.
- **Time Management:** Managing time wisely to complete assignments on time.
- **Self-Management:** Working independently and with minimal supervision.
- **Policy Development & Operational Assessment:** Evaluating existing and potential processes for effectiveness and efficiency, analyzing and improving programs, and contributing to policy development.
- **Complex Problem Solving:** Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- **Cooperation:** Establishing and maintaining positive and effective working relationships with those contacted in the course of work.

GUIDANCE RECEIVED

Departmental Goals and Priorities

Makes decisions that are guided by overall Departmental goals, priorities and policies. Job requires interpreting goals and priorities into action steps and delegating responsibility for completion; applies broad latitude in regard to methods and approaches but must obtain approval for actions that have policy, service or cost implications.

CONTACTS

The position will interact with City employees of all levels, as well as external stakeholders, conveying information of varying complexity. Courtesy, tact, and discretion are required in communications.

EQUIPMENT AND PROPERTY

This position utilizes AV equipment, calculators, a coffee maker, computer, copier/scanner/fax machine, digital camera, hole puncher, label maker, laptop, printer, shredder, telephone.

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 is constantly required to carry, grasp, listen, reach, see, sit, stand, talk, and walk. Frequently, s/he is required to lift up to 25 pounds, and kneel. Occasionally, s/he is required to drive a vehicle. Rarely, s/he is required to lift up to 50 pounds.

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 usually is low. The job requires the employee to handle highly confidential information with discretion and to adhere to strict deadlines working in a fast-paced, multi-task environment.

* 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.